

ORIGINAL



Harvey L. Spears, Jr.
Docket Manager

Southern Operations
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Tallahassee, FL 32316
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April 20, 2001

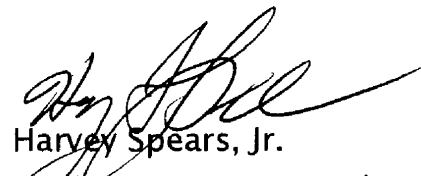
Ray Kennedy
Bureau of Service Quality
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Show Cause - Sprint Communications Company
Docket 010197-T1

Dear Mr. Kennedy:

Attached are the results of our investigation concerning the customer inquiries related to Docket 010197-T1 with reference to responses not being provided in a timely manner.

Sincerely,


Harvey Spears, Jr.
Docket Manager-Regulatory

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DOCUMENT NUMBER-DATE

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FPSC-RECORDS/REPORTING

Show Cause – Sprint Communications Company (Sprint Long Distance)

Docket No. 010197-T1

The following are the customer complaint inquiries associated with the show cause proceeding. Additionally, an explanation of the respective situation has been provided for each inquiry. Herein reference to the ES center (Executive Services center) is the Sprint group interfacing with the FPSC in resolving customer complaints concerning their long distance service.

CATS # 318037T Mildred M. Smith - Complaint was issued by the FPSC 5/16/00 with a response due date of 5/31/00. 7/24/00 FPSC was advised the complaint was never received, so it was refaxed to the Company 7/24/00 with a response due date of 8/14/00. Saturday, 7/29/00 at 4:05 p.m. the Company e-mailed a response to pscreply@psc.state.fl.us - copy attached.

CATS # 31806³~~7~~T Al Torangeau - Complaint was issued by the FPSC 5/16/00 with a response due date of 5/31/00. The Company received notification from the FPSC that this complaint had been faxed 5/16/00. Therefore, 5/24/00 at 11:23 p.m. a representative in the ES center sent an e-mail to pscreply@psc.state.fl.us stating "Please refax your case for Al Torangeau. This case was not received and an extension is requested to resolve the customer's concerns. Please have the analyst assigned to this case contact me." (copy of e-mail attached) The ES center did not receive a refaxed copy of the complaint, nor was the center representative contacted by a FPSC CAF representative. Past due reports were subsequently received from the FPSC; however, ES center action concerning these is unclear because the records were not notated. After being provided with a copy of the customer's complaint as a result of the information provided by the FPSC concerning the show cause action, the ES center prepared a report and e-mailed it to the FPSC April 18, 2001 (copy attached). The appropriate corrective action as notated herein below has been taken to avoid a future recurrence of a similar nature.

CATS # 319822T Veola Williams - Complaint was issued by the FPSC 6/2/00 with a response due date of 6/19/00. Upon receipt of this complaint on June 2, 2000 it was determined the customer's issues were related to activity performed by Sprint-Florida; therefore, it was forwarded to them. On June 19, 2000 the ES

center mailed the attached report to the FPSC explaining the results of their investigation and that the complaint had been forwarded on to the local telephone company for investigation and resolution. Attached is a copy of an internal report issued by Sprint-Florida's Service Recovery Center (SRC) after receipt of the complaint from the ES center. The SRC handled this as an internally referred complaint and was not aware the complaint resided with the FPSC, so no information was forwarded to the FPSC. However, Ms. Williams' complaint was investigated, resolved and the results documented internally.

CATS # 322073T Charles Simpson - Complaint was issued by the FPSC 6/26/00 with a response due date of 7/18/00. On July 17, 2000 the ES center e-mailed the attached report to the FPSC at pscreply@psc.state.fl.us advising a request for provision of the audio verification utilized to establish the account had been generated and an extension for the due date of a final report was requested. Additionally, it stated a final report would be provided upon receipt of the audio verification. The appropriate follow up activity failed to occur concerning provision of the audio verification and submission of a final report to the FPSC. On February 26, 2001 the attached report was forwarded to the FPSC for review and closure. The need to file interim reports with the FPSC with specific follow-up dates has been reviewed with the ES center employees.

CATS # 322701T Terrell L. Creel - Complaint was issued by the FPSC 6/23/00 with a response due date of 7/24/00. On June 26, 2000 the ES center mailed the attached resolution report to the FPSC.

CATS # 323011T Barbara Stock - Complaint was issued by the FPSC 7/5/00 with a response due date of 7/26/00. There appear to be 3 CATS numbers associated with this confusing situation. Sprint was under the impression the complaint was being processed under #323346 with the exception of #323025 received in November 2000. The CATS numbers are as follows:

- On July 5, 2000 #323346T was issued with a response due date of July 26. On July 11, the attached response was e-mailed to Ellen Plendl. On July 14, Ms. Plendl initiated a memo to Charlotta Smallwood in the ES center challenging certain information and requesting both additional information and action. On July 22, the ES center e-mailed the attached response to Ms. Plendl. At this point it was assumed the complaint was considered closed.

- On July 5, 2000 #323011T was issued with a response due date of July 26. The ES center was dealing with Ms. Plendl concerning the same issues listed in this complaint and apparently assumed their July 11 and 22 response served to satisfy both the 323346T and 323011T complaint numbers.
- On November 8, 2000 #323025T was issued. On November 17, 2000 the attached e-mail was sent to Ruth McHargue at the FPSC with a copy to pscreply@psc.state.fl.us.

CATS # 324637T Rick Hatfield - Complaint was issued by the FPSC 7/18/00 with a response due date of 8/8/00. On July 31, 2000 the ES center e-mailed the attached report to the FPSC at pscreply@psc.state.fl.us and boldly noted attn: Melinda Watts. This complaint response was apparently not passed on to Ms. Watts as she called in early February 2001 requesting a copy of the response. On February 7, 2001 Ms. Watts was e-mailed a copy of the July 31, 2000 complaint response/resolution.

CATS # 325048 Norman Desrosiers - Complaint was issued by the FPSC 7/19/00 with a response due date of 8/9/00. On July 31, 2000 the attached report was e-mailed to the FPSC. The report stated a copy of the LOA had been ordered and it would be forwarded to the FPSC upon receipt. The appropriate follow up activity failed to occur relevant to filing an interim report with a date for the next response, securing the LOA and provision of the LOA to the FPSC. On February 26, 2001 the attached report was forwarded to the FPSC for review and closure. The need to file interim reports with the FPSC with specific follow-up dates has been reviewed with the ES center employees.

CATS # 331686T Venkatesh Sadasivam - Complaint was issued by the FPSC 8/22/00 with a response due date of 9/13/00. On September 14, 2000, after initiating a request for provision of the verification document or audio authorizing the March change, the ES center representative inadvertently closed the complaint. The appropriate follow up activity failed to occur concerning provision of the audio verification and submission of a final report to the FPSC. On February 26, 2001 the attached report was provided to the FPSC stating the appropriate action had been taken to credit the customer's account as Sprint was unable to locate an authorization for the March 2000 activity even though there was verification supporting the February changes. The appropriate

corrective action as notated herein below has been taken to avoid a future recurrence of a similar nature.

CATS # 334322T Rogelio San Nicholas - Complaint was issued by the FPSC 9/6/00 with a response due date of 9/27/00. Even though the ES center requested and obtained the appropriate LOA, no report was filed with the FPSC. On February 23, 2001 the ES center e-mailed the attached report and LOA to the FPSC. Further, even though the LOA clearly reflected the customer's signature, Sprint elected to issue a full refund of the disputed charges. The need to file interim reports with the FPSC with specific follow-up dates has been reviewed with the ES center employees.

CATS # 335699T Judy Rosenroth - Complaint was issued by the FPSC 9/14/00 with a response due date of 10/5/00. On September 18, 2000 the attached report was e-mailed to the FPSC at pscreply@psc.state.fl.us. The report stated no customer account existed for the telephone number provided by the FPSC; therefore, a voice mail message had been left for the customer requesting a faxed copy of the bill reflecting the disputed call. It also advised the FPSC an additional response would be provided upon receipt of the invoice from the customer. No further follow-up activity occurred. On February 26, 2001 the attached final report was e-mailed to the FPSC at pscreply@psc.state.fl.us. This report explained that the customer had not called the ES center or faxed them a copy of the subject invoice; however, as a goodwill gesture a \$12.43 refund check was being mailed to the customer and that Ms. Rosenroth had been left a voice mail message with this information. The need to file interim reports with the FPSC with specific follow-up dates has been reviewed with the ES center employees.

CATS # 336278T Stanley B. Anderson - Complaint was issued by the FPSC 9/18/00 with a response due date of 10/9/00. On September 20, 2000 the attached report was e-mailed to the FPSC at pscreply@psc.state.fl.us. The report stated the account was a reseller account and that when the ES center called Verizon's customer service department for Verizon Long Distance they committed to provide the FPSC with a LOA within 10 business days. Sprint cannot obtain information concerning resellers' individual customer accounts; therefore, they are unable to pursue obtaining an LOA or issue any credits to reseller account. Consequently, the ES center responded to the FPSC in the only manner possible by reporting that the disputed activity was associated with a

reseller account and simply passed on the information communicated to them by the reseller. Given this situation, it is Sprint's understanding the FPSC should have then filed a complaint with the reseller to obtain the desired resolution action and report; therefore, the ES center closed the complaint with no further report required to the FPSC.

CATS # 341963T Steven Hazard - Complaint was issued by the FPSC 10/19/00 with a response due date of 11/9/00. Upon receipt of this complaint the ES center requested the audio verification, but failed to follow-up concerning the provision of the verification and a report to the FPSC. In February 2001 the verification was obtained and on February 26, 2001 the attached report was e-mailed to the FPSC at pscreply@psc.state.fl.us. The report included the desired verification audio and even though the account was originally established based on information obtained from Linda Arnold, the account records did not include authorization for Ms. Arnold to make future changes to the account. Therefore, since Ms. Arnold was the authorizing party on the audio, a full refund was being issued to Mr. Hazard in the form of a check. The need to file interim reports with the FPSC with specific follow-up dates has been reviewed with the ES center employees.

CATS # 342524T Virginia Wilson - Complaint was issued by the FPSC 10/24/00 with a response due date of 11/15/00. On October 24, 2000 the attached report was e-mailed to the FPSC at pscreply@psc.state.fl.us. The report stated no such customer account existed for the telephone number provided in the complaint document and that the ES center had attempted unsuccessfully to contact Ms. Wilson to discuss the matter and that even though a message had been left requesting a return call, none had been received. Further, a commitment was made to send the customer a letter requesting she contact the ES center. The customer called the ES center on 10/25/00 and it was determined that she heard a Sprint PCS recording on a call so she thought her carrier had been changed (apparently misdialed a call), but the ES center was able to determine the carrier had not been changed and also provide Ms. Wilson with the 700# to verify her carrier. However, the ES center failed to file another report with the FPSC to close out the complaint. On February 26, 2001 the attached final report was e-mailed to the FPSC at pscreply@psc.state.fl.us. The appropriate action has been taken as notated herein below to ensure there is not a recurrence of a similar nature.

CATS # 342540T Kim Qualls - Complaint was issued by the FPSC 10/24/00 with a response due date of 11/15/00. The ES center file notes reflect customer contact occurred 1-1/2/00; however, due to an employee error no report was provided to the FPSC. On February 23, 2001 the attached detailed report was e-mailed to the FPSC at pscreply@psc.state.fl.us and it included reference to the 11/2/00 conversation with the customer as well as the fact a \$478.83 credit was issued to her account. The appropriate action has been taken as notated herein below to ensure there is not a recurrence of a similar nature.

CATS # 344647T Shelley Cary - Complaint was issued by the FPSC 11/6/00 with a response due date of 11/30/00. On November 8, 2000 the attached report was e-mailed to the FPSC at pscreply@psc.state.fl.us. The 11/8/00 e-mailed provided a detailed report of the investigation.

CATS # 346567T Darlene Pangburn - Complaint was issued by the FPSC 11/21/00 with a response due date of 12/14/00. On November 28, 2000 the attached detailed report was mailed to the FPSC Division of Consumer Affairs, attention Noelia Santiago.

CATS # 351017T William Stewart/Stewart William - Complaint was issued by the FPSC 12/18/00 with a response due date of 1/10/01. On December 22, 2000 the attached report was e-mailed to the FPSC at pscreply@psc.state.fl.us advising the verification report had been ordered and would be provided to the FPSC as soon as possible. No further report was provided until the attached February 26, 2001 detailed report was e-mailed to the FPSC at pscreply@psc.state.fl.us. The need to file interim reports with the FPSC with specific follow-up dates has been reviewed with the ES center employees.

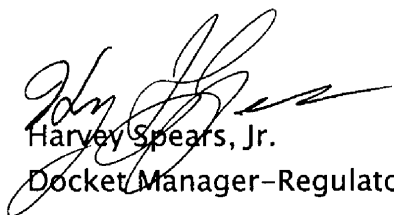
CATS # 351858T Dorothy E. Finlay - Complaint was issued by the FPSC 12/21/00 with a response due date of 1/16/01. On December 28, 2000 the attached report was e-mailed to the FPSC at pscreply@psc.state.fl.us. advising the appropriate authorization verification had been ordered and would be provided to the FPSC upon receipt. On February 26, 2001 the attached detailed report was e-mailed to the FPSC at pscreply@psc.state.fl.us. The need to file interim reports with the FPSC with specific follow-up dates has been reviewed with the ES center employees.

CATS # 352016T Timothy Burke - Complaint was issued by the FPSC 12/22/00 with a response due date of 1/17/01. On January 2, 2001 the attached detailed report was e-mailed to the FPSC at pscreply@psc.state.fl.us.

CATS # 353274T Joy Rock - Complaint was issued by the FPSC 1/2/01 with a response due date of 1/24/01. On January 9, 2001 the attached detailed report was e-mailed to the FPSC at pscreply@psc.state.fl.us.

It is Sprint's desire to provide the information requested by the FPSC and in accordance with the guidelines established for processing customer inquiries. Moreover, to ensure this commitment is met on a consistent basis the following action has been taken:

- The ES center has established a single point of contact for processing requests for LOA's and audio verifications, which will ensure timely follow-up and feedback to the FPSC.
- Sprint's Slamming Action Center (SAC) has communicated with third party verification vendors to ensure the audio's and paper LOA's are provided in a timely manner and obtained commitments to streamline the processes where possible in an effort to reduce the turn around time.
- The process guidelines associated with filing interim reports with the FPSC have been reinforced with all employees.
- The past due reports received from the FPSC are being thoroughly reviewed and reconciled with the ES center's records to ensure customer inquiries are handled in accordance with the process guidelines (interim and final reports) established by the FPSC. If corrective action is necessary, it will be immediate.


Harvey Spears, Jr.
Docket Manager-Regulatory

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

From: Tillman, Angela
Sent: Saturday, July 29, 2000 4:05 PM
To: 'PSCREPLY@PSC.STATE.FL.US'
Cc: 'executive.offices@mail.sprint.com'
Subject: 1109012 Mildred M. Smith 318037T

*****attn: Melinda Watts*****

On July 25, 2000, Sprint received an inquiry submitted by your office on behalf of Mildred M. Smith.

According to this inquiry Ms. Smith, saw an advertisement on television for free calling on Monday nights with Sprint. She called Sprint and signed up for the plan. She then made her calls on Monday nights thinking they were free. She later learned that she was charged for those calls and received a bill for approximately \$200.00.

Our records indicate the following:

- International calls were not included in the Monday Nights free promotion.
- The calls that Ms. Smith disputes were on calls made to Canada.
- On July 29, 2000, I spoke with Ms. Smith and explained to her that the calls to Canada were not included in the Monday Nights Free promotion. I advised her that her request for credit was denied.

Please contact me if I may be of additional assistance.

Angela L. Tillman
Regulatory Analyst

Request for Case for Al Torangeau - Message (Rich Text)

Reply Reply to All Forward Print X Print All

File Edit View Insert Format Tools Actions Help

This message was sent with high-priority.

From: Smallwood, Charlotta B. Sent: Wed 5/24/00 11:28 AM
To: oscreply@ps.state.fl.us
Cc: Vargas, The
Subject: Request for Case for Al Torangeau

***** Attn: *****

Please refax your case for Al Torangeau. This case was not received and an extension is requested to resolve the customer's concerns. Please have the analyst assigned to this case contact me.

Thanks,
Charlotta B. Smallwood
Executive Services
☎: 800-347-8988 ext. 6856
☎: 972-405-6131

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

From: Smallwood, Charlotta B.
Sent: Wednesday, April 18, 2001 10:58 AM
To: 'executive offices@mail.sprint.com'; 'PSCREPLY@PSC.STATE.FL.US'
Cc: Spears, Harvey L.
Subject: 1128159 Al Torangeau 318063T



PUC 0401 AL
Torangeau.doc

Charlotta Smallwood
Executive Services



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

April 18, 2001

Mr. Victor McKay
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Al Torangeau/318063T

Dear Mr. McKay:

On April 17, 2001, Sprint received information from its regulatory group indicating further information is needed by the FPSC concerning this customer complaint. Our records reflect an e-mail was sent to the FPSC 5/24/00 (after reviewing a FPSC report reflecting Sprint had been sent a complaint 5/16/00 concerning Mr. Torangeau yet none was received) stating "Please refax your case for Al Torangeau. This case was not received and an extension is requested to resolve the customer's concerns. Please have the analyst assigned to this case contact me – Charoltta B. Smallwood." We apologize for any resulting misunderstanding as we do not show additional information was received; therefore, the complaint was closed out in our records.

According to this inquiry, Mr. Torangeau states that a Sprint representative offered him a business 800 number for a \$5.00 monthly charge. He further states that without notification the monthly charge was raised from \$5.00 to \$10.00. Accordingly, Mr. Torangeau contacted Sprint to protest the charge and was issued a credit for the monthly charges that occurred. At this time he also informed Sprint that he no longer used his 800 number for business and requested that the number be transferred to 800 residential service.

On behalf of Sprint, I regret any confusion Mr. Torangeau may have experienced while attempting to address his concerns and we assure him that we do not condone, or tolerate unethical business practices.

Mr. McKay
Page Two

Our customer records show that 800 account 203680702 for Mr. Torangeau and Sun Runners Gifts was established on January 11, 1993. Our records further indicate that this account was placed on our Business Sense Basic (FOX) calling plan and that it billed correctly. Our Business Sense Basic calling plan has a \$10.00 monthly recurring charge and provides \$0.25 a minute 24 hours 7 days a week for combined direct dial, Foncard and toll free services. This account was canceled in our database on March 1, 2000.

Additional review of the account indicates a \$10.00 adjustment was issued on April 9, 2000. Subsequently, a \$25.48 final adjustment was issued on June 2, 2000. The adjustments applied to his former account to compensate him for \$5.00 monthly recurring charge that he was promised.

As Mr. Torangeau requested his 800 number was transferred from an 800-business account to an 800-residential account on March 1, 2000. As a result, account 471400675 was established. This account is active in our database with our Sprint Sense Anytime Extra calling plan. This calling plan has a \$10.95 monthly service fee and offers customers \$0.10 a minute 24 hours 7 days a week, on all state-to-state toll free calling.

While I attempted to contact Mr. Torangeau I was unable to speak with him with regarding his complaint. Based on our prior actions, Sprint satisfactorily addressed Ms. Torangeau's concerns. However, we would be happy to investigate this matter further if Mr. Torangeau would contact Sprint's regulatory Analyst, Ms. Charlotta Smallwood at (800) 347-8988.

Sprint regrets any inconvenience this matter may have caused Mr. Torangeau. If you have any further questions or require additional information, please call me at (800) 347-8988.

Sincerely,

Charlotta Smallwood

Charlotta Smallwood
Regulatory Analyst

CS: 1128159/1104696

C: Al Torangeau
1002 Bayshore Boulevard
Safety Harbor, FL 34695

June 19, 2000

State of Florida
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Attn: Victor McKay

RE: Case # 319822T / Veola Williams

Dear Mr. McKay:

This correspondence is in response to the above referenced complaint, received in our offices on June 2, 2000. Our findings are as follows:

- ◆ Ms. Williams complaint is in relation to her plan/billing arrangement with her local carrier, Sprint United. I have forwarded a copy of this complaint to their Service Recovery Department for response. I apologize for the delay in remitting this to them, but there is a Sprint long distance account for Ms. Williams, and I wanted to ensure that there was not an issue to be addressed by my department. I have instructed the local that this matter needs to be addressed as soon as possible.

We apologize to Ms. Williams for any delay in resolving this situation.

Thank you for the opportunity to assist you. Should you wish to discuss this further, please contact me by calling 1-800-347-8988.

Sincerely,

Ross D. Born
Regulatory Analyst

rdb: 1105629

c: Veola Williams
4917 Country Road 64 East
Avon Park, Florida 33825

SPRINT
MEMORANDUM

DATE: July 6, 2000

TO: Diana M. Bockino

FROM: Jeff Haynes

RE: **EXECUTIVE COMPLAINT**

Veola Williams
4917 CR 64 East
Avon Park, FL 33825

(863)452-5181 (Southern Area)

FINAL REPORT

On June 2, 2000, Ms. Williams contacted the Executive Office regarding her bill and related the following:

- On February 21, 2000, she changed her long distance carrier from MCI to Sprint Long Distance (LD) to utilize the Sprint Solutions plan.
- She was billed \$35.53 by MCI, which was to be credited.
- She was under the impression her bill would be approximately \$50 per month for local and long distance service with the Sprint Solutions plan; however, her bills have exceeded \$80 each month since the change. She has mailed payments over the amount due on her bills.

Sprint-Florida's records reflect the following:

- On October 29, 1999, the Primary Interexchange Carrier (PIC) was changed to MCI per Letter of Authorization (LOA). The normal \$4.80 PIC change charge was billed.

- The January 22, 2000 bill totaling \$123.62 included current local charges, a past due balance of \$67.84, a late payment charge of \$1.02, and charges of \$2.76 billed by Zero Plus Dialing, Inc. (ZPDI) for a collect call. The past due balance included the charges from the two previous months' bills.
- On February 15, the Sprint Solutions plan was added to the account per customer request. The notes indicate the customer requested the PIC to be changed from MCI to Sprint LD.
- On February 21, the PIC was changed to Sprint LD per LOA. The normal \$4.80 PIC change charge was billed.
- On February 22, a payment of \$40 was received.
- The February 22 bill totaling \$80.81 included current local charges, prorated charges and credits for adding the Sprint Solutions plan, a past due balance of \$15.78, a late payment charge of \$1, and charges of \$3.81 billed by MCI for toll calls.
- On March 14, a payment of \$50 was received.
- The March 22 bill totaling \$115.64 included current local charges, a past due balance of \$30.81, a late payment charge of \$1, and charges of \$2.48 billed by ZPDI for collect calls. The total also included charges of \$28.25 billed by MCI for toll calls made between February 5 and February 15.
- On March 28, a payment of \$30 was received.
- On April 4, the customer contacted the Company to advise she would like to receive only one bill for local and long distance service.
- The April 22 bill totaling \$115.52 included current local charges, a past due balance of \$81.47, a late payment charge of \$1.22, and a credit of \$4.17 issued by Sprint-Florida. The total also included charges of \$4.44 billed by ZPDI for collect calls.
- On April 24, a payment of \$82 was received.
- On May 8, the customer contacted the Company to dispute the charges billed by MCI on the February and March bills. The representative recouped charges of \$31.26 to MCI. The representative noted that the long distance account was not set up properly for the Sprint Solutions plan. The representative transferred the customer to Sprint LD to correct the long distance account.

- The May 22 bill totaling \$50.45 included current local charges, a past due balance of \$2.06, a late payment charge of \$1, and a credit of \$31.26 issued by MCI. The total also included charges of \$13.15 billed by Sprint LD for monthly fees for the Sprint Solutions plan. The customer made toll calls under this plan but did not exceed the 100-minute limit; therefore, the minutes under 100 that were used were included in the monthly fee.
- On June 5, the Sprint Solutions plan was removed per customer request.
- On June 16, a payment of \$50.45 was received.
- The June 22 bill totaling \$12.66 included current local charges, prorated credits and charges for changing the Sprint Solutions plan to basic service, and charges of \$2.80 billed by ZPDI for a collect call.

On July 6, I contacted Ms. Williams and reviewed the information stated herein. She advised me she received a separate bill from Sprint LD for her toll charges prior to her May 22 bill. She was under the impression the \$30.95 for the Sprint Solutions plan would be billed by Sprint, as one company. I advised her Sprint-Florida bills her \$20.95 per month for the local portion of the plan and Sprint LD bills her \$10 per month for the long distance portion. Additionally, I advised her I would issue a credit of \$1.02 for the late payment charge billed in January, as the payment made on January 21 should have posted to the January 22 bill. Ms. Williams thanked me for my assistance and expressed satisfaction with the resolution of her complaint. She requested to speak to a Sprint LD representative; therefore, I transferred her to Sprint LD.

With this information, I trust Ms. Williams' complaint may be considered closed.

Jeff Haynes
Service Recovery Analyst

July 17, 2000

State of Florida
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Attn: Noelia Santiago

RE: Case # 322073T / Charles Simpson

Dear Ms. Santiago:

This correspondence is in response to the above referenced complaint, received in our offices on June 26, 2000.

We are currently awaiting receipt of the audio verification utilized to establish this account. Therefore, I am requesting an extension for the due date on this case. I will forward a final response and a copy of the audio verification upon receipt.

Should you wish to discuss this further, please contact me by calling 1-800-347-8988.

Sincerely,

Ross D. Born
Regulatory Analyst

rdb: 1107104

February 26, 2001

State of Florida
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Attn: Noelia Santiago

RE: Case # 322073T / Charles Simpson

Dear Ms. Santiago:

This correspondence is in response to the above referenced complaint, received in our offices on June 27, 2000.

Our records reflect that account number 476490745 was established on May 22, 2000. Unfortunately, a review of our records has failed to reflect the required third-party verification information for this account. The account was canceled on June 29, 2000.

Our records reflect that Mr. Simpson was billed a total of \$16.58 on the referenced account. Therefore, we have requested a check for \$16.58 to be sent to Mr. Simpson. This check will be issued under separate cover in approximately ten business days.

Thank you for the opportunity to assist you. Should you wish to discuss this further, please contact me by calling 1-800-347-8988.

Sincerely,

Ross D. Born
Regulatory Analyst

rdB: 1107104

c: Charles Simpson
821 Lake Port Boulevard Apt. S 506
Leesburg, Florida 34748

June 26, 2000

State of Florida
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Attn: Victor McKay

RE: Case # 316819T / Terrell L. Creel

Dear Mr. McKay:

This correspondence is in response to the above referenced complaint, received in our offices on June 23, 2000. Our findings are as follows:

- ◆ Mr. Creel's complaint relates to the \$.63 Presubscribed ISDN Line Fee included on his monthly invoice. He states that as his service is residential and not business, he should not be assessed this fee.
- ◆ We have verified with Mr. Creel's local carrier that he does have an active ISDN line.
- ◆ The Presubscribed ISDN Line Fee is mandated by the FCC. As a result, we regret that we are unable to comply with Mr. Creel's request to remove this charge from his monthly billings.

Thank you for the opportunity to assist you. Should you wish to discuss this further, please contact me by calling 1-800-347-8988.

Sincerely,

Ross D. Born
Regulatory Analyst

rdb: 1106954

c: Terrell L. Creel
1950 North Point Boulevard, Apt. 1004
Tallahassee, Florida 32308

To: FLORIDA PSC
Subject: 1107603 323346T Barbara Stock
*****ATTN: Ellen Plendl*****

July 11, 2000

Ms. Ellen Plendl
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Barbara Stock
Complaint # 323346T

Dear Ms. Plendl:

On July 5, 2000, Sprint received an inquiry submitted by your office on behalf of Ms. Barbara Stock.

According to this inquiry, Ms. Stock states that on May 3, 2000, her long distance service was switched from MCI to Sprint without her authorization. Ms. Stock further states that although she contacted Sprint and resolved a \$214.51 dispute for casual charged long distance calls, she recently received a \$7.12 Sprint invoice. Ms. Stock is requesting that Sprint credit her account \$7.12 and return her long distance service to MCI, the carrier of her choice.

Sprint's customer records show that account 460485295 was established on August 8, 1999. This account is active in our database. Additionally, a request has been sent to our slamming action center to request a copy of the letter of authorization (LOA). The LOA will be sent to the commission upon receipt.

Additional review of the account indicates that on April 14, 2000, a \$214.51 credit was issues to her local telephone carrier to compensate a re-rate of casual charges, which invoiced on her local carrier's invoice. Although I attempted to contact Ms. Stock, I was unable to speak with her in regards to this complaint. Additionally, to comply with this complaint, Sprint has issued a \$7.12 adjustment. This adjustment will appear on Ms. Stock's July or August Sprint invoice.

Sprint sincerely regrets any inconvenience that Ms. Stock may have experienced; however, she will need to re-contact her local telephone carrier to confirm that her service is switched to, MCI, the carrier of her choice. Ms. Stock may also verify the primary carrier on her telephone line by dialing toll-free 1-700-555-4141. A pre-recorded message will confirm the name of the assigned carrier.

Ms. Barbara Stock
Page Two

If you have any further questions or require additional information, please call me at
(800) 347-8988.

Sincerely,

Charlotta Smallwood

Charlotta Smallwood
Regulatory Analyst

CS: 1107603

C: Barbara Stock
415 Kilshore Lane
Winter Park, FL 32789

1108681 323346T - Stock Barbara - 407-629-8791[1]
From: Smallwood, Charlotta B.
Sent: Saturday, July 22, 2000 11:40 AM
To: EPlendl
Cc: CC Executive Offices
Subject: 1108681 323346T - Stock, Barbara - 407-629-8791

Ms. Ellen Plendl
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Barbara Stock
Complaint # 323346T

Dear Ms. Plendl:

On July 20, 2000, Sprint received an additional inquiry submitted by your office on behalf of Ms. Barbara Stock.

According to this inquiry, Ms. Stock states that on May 3, 2000, her long distance service was switched from MCI to Sprint without her authorization. Ms. Stock further states that although she contacted Sprint and resolved a \$214.51 dispute for casual charged long distance calls, she recently received a \$7.12 Sprint invoice. Ms. Stock is requesting that Sprint credit her account \$7.12 and return her long distance service to MCI, the carrier of her choice.

After further review the following has been determined no letter of authorization (LOA) was involved on this order, which was previously overlooked. Sprint's customer records denotes a conversation by inbound call to our customer service department with Ms. Stock which resulted in adding her telephone line to account 460485295 to prevent further casual charges.

Additionally, the request that was sent to our slamming action center to request a copy of the letter of authorization (LOA), will not be provided.

As previously stated, on April 14, 2000, a \$214.51 credit was issued to her local telephone carrier to compensate a re-rate of casual charges, which invoiced on her local carrier's invoice. Additionally, we complied with your original complaint, and issued a \$7.12 adjustment. This adjustment will appear on Ms. Stock's July or August Sprint invoice, and the account now shows a zero balance.

Sprint sincerely regrets any inconvenience that Ms. Stock may have experienced; however, she will need to re-contact her local telephone carrier to confirm that her service is switched to, MCI, the carrier of

1108681 323346T - Stock Barbara - 407-629-8791[1]
her choice. Ms. Stock may also verify the primary carrier on her telephone line by dialing toll-free 1-700-555-4141. A pre-recorded message will confirm the name of the assigned carrier.

If you have any further questions or require additional information, please call me at (800) 347-8988.

Sincerely,

Charlotta Smallwood
Regulatory Analyst

CS: 1108681

C: Barbara Stock
415 Kilshore Lane
Winter Park, FL 32789

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

From: EPlendl [mailto:EPlendl@PSC.STATE.FL.US]
Sent: Friday, July 14, 2000 12:22 PM
To: Smallwood, Charlotta B.
Cc: EPlendl; Lawton, Marie T.; Offices, Executive
Subject: 323346T - Stock, Barbara - 407-629-8791

07/14/2000 FAX & EMAIL TO THE COMPANY.

Your report of July 11, 2000 indicates that the switch occurred in 1999 and Sprint has an LOA.

Sprint has no basis to switch this customer's service based on a LOA that you cannot provide to the PSC. Your report does not show that Sprint identified that the customer was being switched, who the customer of record is, the phone number or the address. There is no information as to the method of the switch, telemarketing or written LOA. Your report does not show who you spoke with or if that person was a 24/7 resident. It is

1108681

323346T - Stock Barbara - 407-629-8791[1]

not clear whether Sprint advised the customer that there would be switching fees or that the address was even confirmed. This could have been a keypunch error.

Due to the fact that a complaint was submitted to Sprint Communications Company on July 7, 2000 and since it is Sprint's responsibility to provide an LOA to the PSC with a detailed written report and a verification tape to document the actual events.

- 1) Remove the balance from the customer's responsibility.
- 2) Issue full credit.
- 3) Cancel account per the customer's request by her filed complaint with the PSC.
- 4) Provide a written report to the PSC after your contact with the customer to resolve this matter.
- 5) A written report is due by Friday, August 4, 2000. eplendl

Failure to provide this verification tape to the PSC by Friday, August 4, 2000 will result in this inquiry being closed as an apparent rule violation for unauthorized switch. The PSC rules state that a proper LOA must be submitted. Your written report does not suffice for that rule requirement.

If a conventional verification cassette tape is not provided by Friday August 4, 2000, Sprint will be directed to issue full credit for the first 30 days and a rerate of every call thereafter until the service was terminated. eplendl

Ellen Plendl
Regulatory Specialist
Division of Consumer Affairs

1108681 323346T - Stock Barbara - 407-629-8791[1]
Public Service Commission
850-413-6123
850-413-6124(fax)
eplend1@psc.state.fl.us

EXECUTIVE OFFICES

From: Smallwood, Charlotta B.
Sent: Friday, November 17, 2000 12:56 PM
To: 'RMcHargu@PSC.STATE.FL.US'
Cc: 'PSCREPLY@PSC.STATE.FL.US'; 'executive.offices@mail.sprint.com'
Subject: 1117272 323025T Barbara Stock 23640-8656

On November 8, 2000, Sprint received an additional inquiry submitted by your office on behalf of Ms. Barbara Stock. Sprint originally responded to Ms. Stock's initial inquiry on July 11, 2000 and received a confirmation of complaint closer from Ms. Ellen Plendl.

According to the original and subsequent inquiry, the Commission is intervening in Ms. Stock's behalf to affirm Sprint's authorization to switch Ms. Stock's long distance service. Based upon further analysis, the following is applicable:

- Sprint sent an original response on July 11, 2000, to your office denoting a letter of authorization was secured for service.
- Further research revealed our original analysis was incorrect.
- Subsequent research indicates that Ms. Stock's telephone line was added to account 460485295, as a result of an inbound call to our customer service department to prevent casual charges without verification, and you were notified that no letter of authorization would be provided.
- Reconciliation of the error between Sprint and Sprint Local Telecommunications occurred on April 14, 2000; however, Ms. Stock's account was not canceled until August 9, 2000 in our database.
- Per the original inquiry, an adjustment was issued for charges incurred totaling \$214.51 on April 14, 2000.
- Sprint also adjusted all applicable charges via a refund in the amount of \$7.12, issued in July 2000.
- Ms. Stock's correspondence indicates her service has been restored with her prior carrier of choice.

Although I attempted to contact Ms. Stock, I was unable to speak with her in regards to this complaint. Sprint sincerely regrets any inconvenience that Ms. Stock may have experienced. If you have any further questions or require additional information, please call me at (800) 347-8988. Additionally, Sprint Local Telecommunications may be reached at (800) 788-9806.

Sincerely,

Charlotta Smallwood

Charlotta Smallwood
Regulatory Analyst

CS: 1117272

C: Barbara Stock
415 Kilshore Lane
Winter Park, FL 32789

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

From: Tillman, Angela
Sent: Monday, July 31, 2000 12:27 PM
To: 'PSCREPLY@PSC.STATE.FL.US'
Cc: Kelly, Tamela D.; 'executive.offices@mail.sprint.com'
Subject: 1109278 Rick Hatfield 324637T

*****attn: Melinda Watts*****

On July 27, 2000, Sprint received an inquiry submitted by your office on behalf of Rick Hatfield.

According to this inquiry, Mr. Hatfield received casual billing by Sprint when his chosen long distance provider was changed from ILink to Big Planet.

Our records indicate the following:

- Sprint does not have an account for Mr. Hatfield or telephone number (941) 953-4125.
- His telephone number was found on the account the Sprint Reseller ILink.
- I spoke with Mr. Hatfield on July 31st and explained to him that GTE may have routed calls over Sprint's network during the ILink/Big Planet transition.
- He said he has spoken with GTE and they have offered to re-rate the calls that were casually billed by Sprint to \$0.07 per minute.
- Mr. Hatfield states that he is now being billed by Big Planet.

Please contact me if I may be of further assistance.

Angela L. Tillman
Regulatory Analyst

July 31, 2000

State of Florida
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Attn: Careny Sirianni

RE: Case # 325048T / Norman Desrosiers

Dear Ms. Sirianni:

This correspondence is in response to the above referenced complaint, received in our offices on July 19, 2000.

- ◆ Mr. Desrosiers' complaint states that his long distance service was switched to Sprint without authorization.
- ◆ We have ordered a copy of the LOA information for Mr. Desrosiers' account, and will forward it to your offices upon receipt.

Thank you for the opportunity to assist you. Should you wish to discuss this further, please contact me by calling 1-800-347-8988.

Sincerely,

Ross D. Born
Regulatory Analyst

rdb: 1108685

c: Norman Desrosiers
4149 South Skylark Terrace
Homosassa, Florida 34446

February 26, 2001

State of Florida
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Attn: Careny Sirianni

RE: Case # 325048T / Norman Desrosiers

Dear Ms. Sirianni:

This correspondence is in response to the above referenced complaint, received in our offices on July 19, 2000.

Sprint has established procedures to fully comply with all FCC and State regulatory requirements relating to verification of service orders. Accordingly, all Sprint telemarketing orders must be verified and in the case of an outbound sale, third-party verification must be performed. An independent verifier, not affiliated with Sprint, must be added at the conclusion of the call or must contact the customer within 48 hours to ensure that all vital information initially agreed upon by the customer is reiterated.

As a result of the verification, the sales order is canceled if the customer changes his mind or has misunderstood any part of the transaction. The order is submitted for processing only if the customer confirms his desire to switch his service to Sprint and provides the verifier with some unique information to authenticate the sale. In this instance, the unique information provided to the independent verifier was a birth date of May 11, 1931. Unfortunately, we were unable to locate the audio verification for this sale.

Our records reflect that we applied credits totaling \$22.06 to Mr. Desrosier's account, resulting in a zero balance due.

Thank you for the opportunity to assist you. Should you wish to discuss this further, please contact me by calling 1-800-347-8988.

Sincerely,

Ross D. Born
Regulatory Analyst

rdb: 1108685

c: Norman Desrosiers
4149 South Skylark Terrace
Homosassa, Florida 34446

February 26, 2001

Mr. Venkatesh Sadasivam
2626 Park Avenue East, Unit 02601
Tallahassee, FL 32301

Re.: 331686T

Dear Mr. Sadasivam:

Sprint is in receipt of your complaint to the Florida Public Service Commission. According to the information I was provided, you cancelled your Sprint service but was later switched back to Sprint without your authorization.

Sprint's records show verification for your original order in February 2000; however, there was not an additional verification for the order placed in March 2000. For this reason, an adjustment of the balance in full, \$500.00 has been added.

Sprint has taken a strong stance against slamming. We have heightened the awareness of our sales vendors and partners. We have adopted a "zero tolerance" policy and will take immediate corrective actions when warranted.

We regret any inconvenience this matter may have caused you. If you have additional questions or concerns, I can be reached at (800) 347-8988.

Sincerely,

Andrea McDaniel

Andrea McDaniel
Regulatory Analyst

AM:1111130

c: Ms. C. Broome
Florida Public Service Commission
Via E-mail

McNabb, Sandra

From: Tillman, Angela
Sent: Friday, February 23, 2001 2:13 PM
To: 'PSCREPLY@PSC.STATE.FL.US'
Cc: McNabb, Sandra; 'executive.offices@mail.sprint.com'
Subject: 1112471 San Nicholas 334322T



San Nicholas.doc

attn: Nancy Cortijo-Simmonds

On September 6, 2000, Sprint received an inquiry submitted by your office on behalf of Rogelio San Nicholas.

According to the inquiry, Mr. San Nicholas states that his long distance was switched to Sprint without authorization.

Our records indicate the following:

- Account 472347135 was established on March 16, 2000, by Radio Shack, a sales vendor authorized and contracted by Sprint to solicit our services.
- A copy of the LOA signed by Rogelio San Nicholas is attached.
- The account was canceled March 22, 2000.
- A credit of \$142.07 was issued on January 12, 2001. This credit represents a full refund of the disputed charges (less than 30 days).
- Late charges totaling \$8.67 have also been credited. The total credit issued to this account is \$150.74.
- I spoke with Ms. San Nicholas on February 23rd and advised her of the information above.

Please contact me if I may be of additional assistance.

Angela L. Tillman
Regulatory Analyst

Oct-30-2003 03:18 PM FROM

47347135 805-333-6728
RESIDENTIAL LONG DISTANCE
of saw 8259H

TELEPHONE NUMBERS

Phone Line #1 (Area Code) (Number) (Area Code) (Number) (Area Code) (Number)

SERVICE ADDRESS

Customer Billing Address (Street) (City) (State & Zip)

MAILING ADDRESS

Customer Billing Name (Street) (City) (State & Zip)

ADDITIONAL INFORMATION

Please provide the necessary information so we can complete the transition of your new Sprint Long Distance service.
Date of Birth (Required) Social Security Number (Required) Alternate Contact Phone Number
Are you currently a Sprint customer? No Yes
If not employed, are you? Retired Homemaker Student Unemployed
Do you have a major credit card (MasterCard, Visa, American Express)? Yes No
Do you have a loan with a finance company (car loan, personal loan, etc.)? Yes No

I agree Sprint is permitted to review my account information for the purposes of...
I understand that I may pay a charge of approximately \$5.00 per month...
I authorize Sprint to provide long-distance service to my telephone number...
I certify that I have read and understand this Letter of Agreement...
I understand that I may pay a charge of approximately \$5.00 per month...
I authorize Sprint to provide long-distance service to my telephone number...
I certify that I have read and understand this Letter of Agreement...

Signature (Required on prepaid plans) Date
Signature: [Handwritten Signature] Date: 02/15/00

ASSOCIATES ONLY
Please Check Item Also See Comment To
[Grid of checkboxes for service options]

TOP-00000000-00-0000-00000000

McNabb, Sandra

From: Tillman, Angela
Sent: Monday, February 26, 2001 3:40 PM
To: 'PSCREPLY@PSC.STATE.FL.US'
Cc: 'executive.offices@mail.sprint.com'
Subject: FW: 1113114 Judy Rosenroth 335699T

Attn: Noelia Santiago*

This is a follow-up to the original response e-mailed to Florida Public Service Commission on September 18, 2000.

- Sprint has not received the requested invoice from Ms. Rosenroth.
- As a gesture of goodwill, I have requested a refund check in the amount of \$12.43 be mailed to Ms. Rosenroth. She should receive the refund check within 15 business days.
- I left a voice-mail for Ms. Rosenroth on February 26, 2001, advising of the above.

Please contact me if I may be of additional assistance..

Angela L. Tillman
Regulatory Analyst

—Original Message—

From: Tillman, Angela
Sent: Monday, September 18, 2000 3:32 PM
To: 'PSCREPLY@PSC.STATE.FL.US'
Cc: 'executive.offices@mail.sprint.com'
Subject: 1113114 Judy Rosenroth 335699T

****Attn: Noelia Santiago*****

On September 14, 2000, Sprint received an inquiry submitted by your office on behalf of Judy Rosenroth.

According to this inquiry, Ms. Rosenroth received an invoice for a collect call that she did not accept. Ms. Rosenroth request a credit of \$12.43.

- Our database does not indicate an account for Ms. Rosenroth or for telephone number (813) 886-3288.
- I am unable to research Ms. Rosenroth's inquiry due to a lack of information.
- I left a message on Ms. Rosenroth's voice mail requesting a faxed copy of the disputed invoice.
- An additional response will be sent to the Commission upon receipt of the invoice.

Please contact me if I may be of further assistance.

Angela L. Tillman
Regulatory Analyst

McNabb, Sandra

From: Rose, Lawana
Sent: Friday, February 23, 2001 9:14 AM
To: McNabb, Sandra
Subject: FW: 1113358/Request 336278T/Stanley Anderson

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

From: Rose, Lawana
Sent: Wednesday, September 20, 2000 8:26 PM
To: 'pscreply@psc.state.fl.us'
Subject: 1113358/Request 336278T/Stanley Anderson'

Ms. Smith,

The above complaint involved a slamming complaint. Our customer records indicate that billing telephone number (941) 778-6035 billed on account 192070455, which is a reseller account. The above account is listed with Bell Atlantic; however, when I called the contact number (214) 828-6125, I received the Customer Service Department for Verizon Long Distance. Verizon committed to provide you with an LOA within the next 10 business days.

Lawana Rose
Regulatory Analyst
(972) 405-6057

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

From: Rose, Lawana
Sent: Tuesday, October 24, 2000 5:46 PM
To: 'pscreply@psc.state.fl.us'
Cc: 'executive.offices@mail.sprint.com'
Subject: 1116142/Virginia Wilson/Request 342524T

Mr. Roland:

The above customer states that Sprint switched her long distance carrier without her authorization.

Our customer records indicate no recent account for billing telephone number (941) 923-3687. However, account 101077505, which was sent to our archived customer files on August 3, 1997, remains inactive since the above date. If Ms. Wilson can provide an account number or invoices with long distance charges over Sprint's network, we can continue our research.

I have attempted to contact the customer at the above number and the contact number listed on the complaint, I have had no response.

I will forward a letter to the customer requesting more information.

Thank you,
Lawana Rose
Lawana Rose
Regulatory Analyst
(800) 347-8988

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

From: Rose, Lawana
Sent: Monday, February 26, 2001 8:23 PM
To: 'pscreply@psc.state.fl.us'
Cc: 'executive.offices@mail.sprint.com'; McNabb, Sandra
Subject: 1115972/Steven Hazard/Request No. 341963T



DF-KING(3482360)(56
1)392-0873

Ms. McChargue:

The above customer states that Sprint switched his local long distance provider without his authorization. Based on the above dispute, he requests that all charges be credited in full.

Our customer records indicate that account 462347525 billing for telephone number (561) 392-0873 was established on September 28, 1999 based on information provided by Linda Arnold. As indicated in the above sales audio, our Sales Department followed the established FCC guidelines when they verified the request to switch the above line. However, based on the fact that Ms. Arnold is not authorized to switch the long distance for the above provider, we have requested a refund in the amount of \$100.30, which represents all charges billed prior to or within 30 days of switch notification.

Mr. Hazard will receive the above refund by March 16, 2001.

If you have any further questions, about this matter, please contact me at (800) 347-8988.

Sincerely,

Lawana Rose

Lawana Rose
Regulatory Analyst

Lcr:1115972

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

From: Rose, Lawana
Sent: Monday, February 26, 2001 7:03 PM
To: 'pscreply@psc.state.fl.us'
Subject: 1116142_ Virginia Wilson/Request 342524T

Mr. Roland:

The above customer states that she heard a Sprint PCS recording on her home line, which leads her to believe that her long distance service was switched without her authorization.

Our customer records for the above customer and billing telephone number (941) 923-3687 indicate that account 101077505, which billed for the above, was cancelled on August 3, 1997. After researching our database, we find no switch order for the above billing telephone number or customer. Based on the above findings, we conclude that Sprint made no attempt to switch the customer.

If you have any further questions, about this matter, please contact me at (800) 347-8988.

Sincerely,

Lawana Rose

Lawana Rose
Regulatory Analyst

February 23, 2001

State of Florida
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Attn: Tarrah Gordon

RE: Case # 342540T / Kim Qualls

Dear Ms. Gordon:

This correspondence is in response to the above referenced complaint, received in our offices on November 2, 2000.

- ◆ Ms. Qualls' complaint states that a intralata long distance calls were incorrectly billed. As a result, she requested a re-rate of the charges in question.
- ◆ I previously spoke to Ms. Qualls and made arrangements to issue a credit of \$478.83 to her account upon receipt of a payment of \$159.61. The \$478.83 credit was issued on November 2, 2000, and Ms. Qualls was notified of the credit on that date

Thank you for the opportunity to assist you. Should you wish to discuss this further, please contact me by calling 1-800-347-8988.

Sincerely,

Ross D. Born
Regulatory Analyst

rdb: 1116613

c: Kim Qualls
160 Bradwick Circle
Debary, Florida 32713

From: donna.turay@openmail.mail.sprint.com
To: executive.offices@openmail.mail.sprint.com; pscreply@psc.state.fl.us
Reply To: donna.turay@openmail.mail.sprint.com
Cc: scary99@aol.com
Sent: Wed, 8 Nov 2000 11:55:53 -0600
Received: 11/08/2000 12:00:01

Subject: 1117155 response for Shelly Cary

Attn: Nancy Cortijo-Simmonds**

Ms. Cortijo-Simmonds:

This e-mail is in response to a complaint we received from your office on behalf of Shelly Cary.

Listed below are my findings:

- Ms. Cary's calls were placed by dialing directly not with the use of a "900" number.
- Our research department had previously investigated these charges and respectfully declined Ms. Cary's request for credit.
- If Ms. Cary can provide information from the local telephone company indicating that cross-wiring existed during that time frame, I will be happy to again review the charges.
- I have left a message on Ms. Cary's recorder and have copied her on this e-mail.
- I did issue a credit for \$23.79 for invoices that generated without any usage after these calls were placed. \$22.50 of that credit will get forwarded to her local telephone company.

If I can be of further assistance, please feel free to contact me at 1-800-347-8988.

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

November 28, 2000

Public Service Commission
Division of Consumer Affairs
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Attn: Noelia Santiago

RE: FPSC # 306461T
Ms. Darlene Pangburn

Dear Ms. Santiago:

We have further reviewed our records and verified that the long distance service for telephone number (904) 272-3351 was switched to Sprint on January 16, 2000. This switch was the result of a form completed at a Radio Shack on January 17, 2000, by Linda Prentice. This authorization to switch service gave the referenced telephone number, as well as the service address of 2672 Shannon Street, Orange Park, Florida 32065. In addition, on February 17, 2000, we received an order from Bell South (care code 2009) indicating that Ms. Pangburn had chosen Sprint as the long distance carrier on the referenced telephone line. Based upon this information, we updated the account to reflect Ms. Pangburn's name and address.

In compliance with your request, we have consented to issue a check in the amount of \$34.16 to Ms. Pangburn. This check will be issued to her mailing address in approximately ten business days.

Thank you for the opportunity to assist you with this matter. Should you wish to discuss this issue further, please contact me by calling 1-800-347-8988.

Sincerely,

Ross D. Born
Regulatory Analyst

rdb: 1101817

c: Darlene Pangburn
106 Lime Court
Middleburg, Florida 32068

29883

11252

nancy.wallace@mail.sprint.com

nancy.wallace@mail.sprint.com

Executive.offices@mail.sprint.com

Fri, 22 Dec 2000 14:05:04 -0600

12/22/2000 14:00:00

1119916 PSC Case#351017T Stewart William (727) 536-5058

Attention: Noelia Santiago

Sprint is in receipt of an inquiry submitted by your office on behalf of Mr. Stewart William. He states his service was switched to Sprint in November without authorization.

- Sprint's records indicate account 480045855 was established on July 19, 2000.
- We have requested all available verification information, and will forward it to the Commission, as soon as possible.

If you have further concerns or questions regarding this inquiry, please contact me directly.

Sincerely,

Nancy Wallace
Sprint Communications Company
Regulatory Analyst & Executive Assistant
(800) 347-8988 (VOICE)
(800) 327-5182 (FAX)

McNabb, Sandra

From: Wallace, Nancy
Sent: Monday, February 26, 2001 4:55 PM
To: 'executive.offices@mail.sprint.com'; 'pscreply@psc.state.fl.us'
Cc: McNabb, Sandra
Subject: 1119916 CATS#351017TStewart William 480045855

Importance: High



February 26, 2001

Florida Public Service Commission
Attn: Ms. Noelia Santiago
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Via Electronic Mail pscreply@psc.state.fl.us

Re: CATS Number 351017T / Mr. Stewart William / Account 480045855

Dear Ms. Santiago:

Sprint is in receipt of an inquiry submitted by your office on behalf of Mr. William.

According to this inquiry, Mr. William's long distance service was switched to Sprint without his authorization.

Our customer records show that account 480045855 was established for Robert Hunger on July 19, 2000. To authenticate the sale, the caller provided his name and birth date to Sprint's independent third party verifier. The information was recorded on an Independent Voice Response Unit or IVRU. Attached for your review is a copy of the audio wave file with the information provided by the consumer.

Account 480045855 was canceled on February 23, 2001, based on an automated request from the local telephone company. The account generated a total of \$204.62 in long distance charges from August 2000-February 2001. \$108.06 in charges were billed directly by Sprint, and the remaining charges were forwarded to the local carrier for billing purposes. On December 15, 2000, Sprint received a \$6.60 payment, and on January 3, 2001, Sprint issued a \$22.41 credit adjustment for disputed call charges originating from telephone number (727) 536-5058.

Sprint sincerely regrets any confusion that this matter may have caused Mr. William. However, we must respectfully decline his request for credit, because our research indicates that his service was properly authorized.

If you have any further questions regarding this inquiry, please contact my office.

Respectfully,

Nancy Wallace

Nancy Wallace
Regulatory Analyst
Sprint Communications
Long Distance Division

NW: 1119916

c: Mr. Stewart William

30366
11419
nancy.wallace@mail.sprint.com
Executive.offices@mail.sprint.com
nancy.wallace@mail.sprint.com

Thu, 28 Dec 2000 12:51:53 -0600
12/28/2000 13:00:00
1120163 CATS NO. 351858T Dorothy E. Finlay Sprint - 474716545
(941) 435-0403

Attention: Noelia Santiago

Sprint is in receipt of an inquiry submitted by your office on behalf of the above named consumer. According to the inquiry, Ms. Finlay's long distance was switched to Sprint without her permission.

- Our records indicate customer account 474716545 was established for Dorothy Finlay on April 21, 2000, and it was cancelled on July 23, 2000.
- Three months of charges were forwarded to the local carrier for billing purposes.
- We have submitted a request to retrieve the information used to authenticate the sale. Upon receipt of the documentation, we will forward copies to your office.

If you have any further concerns regarding this inquiry, please contact my office.

Sincerely,
Nancy Wallace
Sprint Communications Company
Regulatory Analyst & Executive Assistant
(800) 347-8988 (VOICE)
(800) 327-5182 (FAX)



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

February 26, 2001

Florida Public Service Commission
Attn: Ms. Noelia Santiago
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Via Electronic Mail pscreply@psc.state.fl.us

Re: CATS Number 351858T / Ms. Dorothy E. Finlay / Account 474716545

Dear Ms. Santiago:

Sprint is in receipt of an inquiry submitted by your office on behalf of Ms. Finlay.

According to this inquiry, Ms. Finlay's long distance service was switched from AT&T to Sprint without her authorization.

Our customer records show that account 474716545 was established for Dorothy Finlay on April 21, 2000. To authenticate the sale, the caller provided her name and birth date to Sprint's independent third party verifier. The information was recorded on an Independent Voice Response Unit or IVRU. Attached for your review is a copy of the audio wave file with the information provided by the consumer.

Account 474716545 was canceled on July 23, 2000, based on an automated request from the local telephone company. The account generated a total of \$70.63 in long distance charges from May-July 2000, all of which were forwarded to the local carrier for billing purposes.

Sprint sincerely regrets any confusion that this matter may have caused Ms. Finlay. However, we must respectfully decline her request for credit, because our research indicates that her service was properly authorized.

If you have any further questions regarding this inquiry, please contact my office.

Respectfully,

Nancy Wallace

Nancy Wallace
Regulatory Analyst

NW: 1120163

c: Ms. Dorothy E. Finlay
4082 Belair Lane
Naples, FL 34103



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

January 2, 2001

Florida Public Service Commission
Attn: Mr. Randy Roland
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Via Electronic Mail pscreply@psc.state.fl.us

Re: CATS Number 352016T / Mr. Timothy Burke / Account 474544615

Dear Mr. Roland:

Sprint is in receipt of an inquiry submitted by your office on behalf of the above named consumer.

According to the information provided, a Sprint Sales Representative provided incorrect long distance rates to Mr. Burke for his calls Canada. Subsequently, Sprint agreed to issue a re-rate credit to Mr. Burke's account to resolve the dispute, and later declined to issue the agreed upon credit.

Sprint's records indicate that Mr. Burke repeatedly contacted our service department regarding the rate dispute. His most recent call to Sprint occurred on September 26, 1999, and at that time, we advised Mr. Burke that a \$430.35 credit adjustment was issued towards his May 1999 charges, and that a \$199.64 credit adjustment had been issued towards his June 1999 invoice. Sprint's service agent then conducted a three-way call with Mr. Burke and his local telephone company to verify that both of the credits had posted. Our records indicate that Mr. Burke has received more than \$389.00. His account was canceled on August 19, 2000, and it reflects a zero balance.

Sprint regrets any confusion that this matter may have caused Mr. Burke, and we wish to assure the Commission that we do not condone, nor tolerate unethical practices to solicit customers. Should you have any further questions regarding this inquiry, please contact my office.

Sincerely,

Nancy Wallace

Nancy Wallace
Regulatory Analyst

NW: 1120187

c: Mr. Timothy Burke
31013 Avenue D
Big Pine Key, FL 33043



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

January 9, 2001

Florida Public Service Commission
Attn: Ms. Nancy Cortijo-Simmonds
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Via Electronic Mail pscreply@psc.state.fl.us

Re: CATS Number 353274T / Ms. Joy Rock / Account 475370645

Dear Ms. Cortijo-Simmonds:

Sprint is in receipt of an inquiry submitted by your office on behalf of Ms. Rock.

According to this inquiry, a Sprint Sales Associate promised Ms. Rock in-state rates of \$0.07 per minute, and then billed her at \$0.10 per minute. Ms. Rock advises that she attempted to resolve the problem, to no avail.

Our customer records show that account 475370645 was established for Ms. Rock on May 3, 2000. The account initially included Sprint's *Nickel Nights* calling plan, which provides inter-lata rates of \$0.05 per minute from 7:00 p.m.-6:59 a.m. and \$0.10 per minute rates from 7:00 a.m.-6:59 p.m. Calling card and intra-lata rates vary.

On June 23, 2000, Ms. Rock contacted our service department to advise that she was not receiving a 60 free minute promotional credit. The promotional credit was added to the account, and Ms. Rock was provided a \$26.30 credit for all calls placed during her first month of service.

On November 2, 2000, Ms. Rock contacted our service department again and at her request, her calling plan was changed to Sprint's *7 Cents Anytime* calling plan. While this plan does provide inter-state rates of \$0.07 per minute, 24 hours a day, seven days a week, intra-state rates do vary based on mileage.

Unfortunately, Sprint does not provide \$0.07 per minute rates on calls placed within the State of Florida. Consequently, Sprint issued the following credit adjustments to Ms. Rock's account, to compensate her for the difference in rates: \$2.11 on November 2, 2000, \$4.04 on January 6, 2001, and \$3.42 on January 9, 2001. These credits compensate Ms. Rock for the difference in her intra-state rates for the past three months.

Sprint regrets any confusion that this matter may have caused Ms. Rock. However, because she was billed correctly, we must respectfully decline further requests for credit based on her intra-state rates. We recommend that she contact our service department to inquire about the applicable rates, before making an intra-state call.

Ms. Cortijo-Simmonds
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If you have any further questions regarding this inquiry, please contact my office.

Sincerely,

Nancy Wallace

Nancy Wallace
Regulatory Analyst

NW: 1120611

c: Ms. Joy Rock
6395 Biltmore Avenue
Webster, FL 33597