



**Public Service Commission**  
CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

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

ORIGINAL  
RECEIVED FPSC  
JUN 13 PM 3:51  
RECORDS AND REPORTING

**DATE:** JUNE 13, 2001  
**TO:** DIVISION OF RECORDS AND REPORTING (BAYD)  
**FROM:** DIVISION OF COMPETITIVE SERVICES (ILERI) *ri*  
**RE:** DOCKET NO. 010787-TL - INVESTIGATION INTO BOUNDARY EXCHANGE ISSUES IN SARASOTA COUNTY

Please place the following correspondence in the above referenced docket.

**E-mail complaints faxed to staff by Ms. Janet Rowe Dugan**

If you've any questions, please call me at 413-6562.

LI  
Attachments

cc: Division of Legal Services (L. FORDHAM)  
Division of Competitive Services (CASEY, BULECZA-BANKS)

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DOCUMENT NUMBER-DATE  
**07370 JUN 13 01**  
FPSC-RECORDS/REPORTING

**Janet Dugan**

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**From:** <JJack29898@aol.com>  
**To:** <j.ro.dugan@netarq.com>  
**Sent:** Monday, June 11, 2001 11:25 PM  
**Subject:** phone company

Thank you so much for your efforts. We did have our phone service disconnected this winter because we had not paid our bills because they were going to the Opsrey address. It took two different phone calls to straighten the situation out and get our service resumed. Yes, we have missed friends that were passing through because we were not listed in the phone book.

Janet, am I correct in thinking that you are on the Stoneybrook board? We have another cause for concern. In March, acquaintances from Anderson, IN dropped in on us and really liked Stoneybrook. They went to the sales-rental office on site and felt that they were not taken seriously so we directed them to the previous sales people where they are currently working to find a place for next winter. In April friends of ours from Ann Arbor, MI went to the on-site office with the intention of renting or possibly buying. They felt the sales person was so unfriendly and unhelpful they rented elsewhere. We are very unhappy that our friends rented somewhere else, but we are even more concerned that both couples complained about the attitude of the on-site sales people. Are you familiar with this office? Does this happen often? We don't usually complain, but both of these couples would have been wonderful additions to the Stoneybrook area.

My apologies, I know I gave you more than you asked for in your letter. We just talked to our Michigan friends and are quite disappointed. Thanks for your help. Georgeann and Jerry Jackson--9631 Castlepoint Drive.

6/12/2001

**Janet Dugan**

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**From:** "Eileen Hogenkamp"  
**To:** <j.ro.dugan@netarq.com>  
**Sent:** Monday, June 11, 2001 8:38 PM  
**Subject:** sarasota telephone

i have tried for three years to have my phone 918-8695 listed in the sarasota directory--refused to pay .95 for the privilege that was a given.

if braedendan is NOT an extra charge--i would like that addition.

thank you.

eileen b. hogenkamp

6/11/2001

**Janet Dugan**

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**From:** "Robert Winslow" <rcw@erinet.com>  
**To:** <j.ro.dugan@netsrq.com>  
**Sent:** Monday, June 11, 2001 3:36 PM  
**Subject:** phone matters

Janet: We have been inconvenienced by not being listed as residents of Sarasota, especially on information calls. 6 people have told us they could not reach us because of this listing omission. We have paid \$.95 a month to obtain a listing, but it was not done. (We did receive a credit for charge last year.)

I appreciate the effort which you are making to correct this ridiculous situation.

Barbara and Bob Winslow  
8908 Grey Oaks Ave.  
941-918-0995

6/11/2001