



# Public Service Commission

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

RECEIVED 1:30  
JUN 13 PM 3:51  
REPORTING AND

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**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

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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

07371 JUN 13 06

FPSC-RECORDS/REPORTING

Janet Rowe Dugan  
Broker/Salesperson



Robert J. Casey  
Florida Public Service Commission  
Fax 850 - 413 - 6975

# 01-787-TL

Enclosed please find complaints  
from other "sufferers"

Thank you for your attention -

Janet Rowe Dugan

P.S. Should I forward these to  
Verizon?

P.S. II - The development next door  
is Silver Oaks - They have  
Sarasota phone numbers!!

June 11, 2001

Dear Janet,

Thank you for presenting the many problems caused by our not being listed in the Sarasota phone book to the Florida Public Service Commission. In two out of the last 3 years, the telephone company has failed to list us in the Sarasota telephone directory or in Sarasota information despite our specific request that they do so. First, they failed to list us in either the directory or information, but still charged us \$.95 per month. The next year, they put our UNLISTED phone number in the directory and information, not our regular phone number. They still charged us \$.95 per month. Outrageous.

Friends who have misplaced our phone number, naturally call Sarasota information, only to be told that we are not listed there. Where are we listed? Osprey! This despite the fact that our mailing address is in Sarasota. Ridiculous.

We appreciate any of your efforts to correct this very unfair situation for the nearly 1800 residents of Stoneybrook Golf and Country Club.

Very truly yours,

Wendy Anne Leicht ( Mrs. Raymond J.)  
8869 Mac Gregor Lane  
Sarasota, FL 34238

(941) 918-4325

**Janet Dugan**

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**From:** "R D Kelly" <rdkelly@home.com>  
**To:** <j.ro.dugan@netsrq.com>  
**Sent:** Saturday, June 09, 2001 10:31 AM  
**Subject:** PSC Complaint # 01-787-TL

Dear Judge Dugan,

Please add Don and Eloise Kelly 941-966-3138 to your complaint about Verizon's arbitrary and discriminatory listing policy with respect to residents of Stoneybrook Golf and CC. We moved here from Gulf Gate East, Sarasota, 4 years ago and lost our listing in the Sarasota phone book. Since then, numerous friends from Minnesota and elsewhere have told us of the difficulty they have had in phoning us. Phone info tells them there is no listing for us in Sarasota PERIOD. They are not told we are listed in Venice or Osprey. This is a major irritant. Our verbal complaints to Verizon have gone unanswered. Each year we return the Venice Phone book to the Verizon office in Palmer Ranch and exchange it for a Sarasota Directory. We do all of our business in Sarasota, and have no connection to Venice except thru the whims of Verizon- a non responsive monopoly. We are listed twice in the Venice book and not in the Sarasota book. Thank you for taking up this matter on behalf of the residents of Stoneybrook.

Don and Eloise Kelly

6/9/2001

**Janet Dugan**

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**From:** "Velia Joli" <valjoli@juno.com>  
**To:** <j.ro.dugan@netsrq.com>  
**Sent:** Friday, June 08, 2001 12:21  
**Subject:** Re: Telephone Company

Dear Ms. Dugan

I was one of the unfortunate people who had their phone disconnected because I did not pay the bill which of course I never received. It was in Osprey.

Add me to your list of people with grievances about the poor treatment Stoneybrook receives from the phone company.

Mrs. W. Joli

8777 Pebble Creek Lane

6/8/2001

**Janet Dugan**

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**From:** <GrimshawLR2@aol.com>  
**To:** <J.ro.dugan@netsrq.com>  
**Sent:** Thursday, June 07, 2001 2:41 PM  
**Subject:** Telephone and Wolfeboro  
Hi Janet,

I can't give you any information re troubles being listed in the Venice book vs. Sarasota's. It was a disappointment, however, because when we moved here, I specified that we be put in the Sarasota book and I was assured that we would be. We were not, which was annoying. Potentially, we could be "lost" for someone searching.

Roger and I are going to NE the first week in August. Having gone to the Univ. of NH, I am looking forward to visiting Lake Winnepesaukee (sp?), Franconia Notch, etc.

Do you have any suggestions of places to stay, which are fairly central to points of interest? It's been half a century since I was there, (sound impressive?) so any guidance would be appreciated. Short of that, I plan to go to the bookstore to check on B&Bs in NH.

Thanks.....Lynne Grimshaw.....918-4675

6/7/2001

**Janet Dugan**

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**From:** <EDORBIL@aol.com>  
**To:** <j.ro.dugan@netsrq.com>  
**Sent:** Thursday, June 07, 2001 5:23 PM  
**Subject:** Telephone Directory

This brief note is a follow-up to my conversation with you on 6/6/2001 relative to our being assigned to the Venice-Osprey telephone Directory vs. Sarasota Directory.

In addition to what you have outlined in your memo to Stoneybrook Residents,

I find most annoying, being charged for long distance calls to Bradenton when heretofore they were free. I have not reviewed my telephone billings for the past four(4) years as a Stoneybrook resident, however I estimate that I have paid approximately \$125.00-\$150.00 for such calls. My Bradenton friends are also charged for long distance calls when they call me. Long distance fees also apply to business calls as well. Why should we all be penalized by Verizon?

We thank you for taking on this task with the Telephone Company for all of Stoneybrook.

Sincerely

Bill and Doris Eisemann - 941 966 2326

6/7/2001

June 7, 2001

Janet Dugan,

RE: Being a Sarasota Resident and not listed in Directory;

We purchased our Villa at 8701 Pebble Creek Lane, Sarasota, Fl. 34238 in Stoneybrook Golf & Country Club in July, 1996. Knowing of our move five months in advance we requested a listing and telephone number. We signed and filled out the papers etc. Each year we called and ask to be listed in the Sarasota Directory and were promised we would be in the next Directory. We went all the way to the V.P. who also promised he would take care of it, again nothing happened.

We came from Minn. and have been retired for 23 yrs and have moved 5 times and never had this problem. Many of our friends and old business associates came to Fl. and they tell us they looked up our name and it was not listed in Sarasota.

We also had another misfortune. We purchased a Caller I D machine and the clerk in error changed our address to Venice. Result, our telephone bill was never received and we were cut off. We called telephone Co. and they told me we didn't pay our bill and billing was returned. After lengthy delay they corrected and changed our address but still never listed in Sarasota.

I hope this can help to clarify this problem.

Yours truly,

  
Anthony R. Bieganeck