

State of Florida



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-

**DATE:** JUNE 14, 2001  
**TO:** DIVISION OF RECORDS AND REPORTING (BAYO)  
**FROM:** DIVISION OF COMPETITIVE SERVICES (ILERI) *xi*  
**RE:** DOCKET NO. 010787-TL - INVESTIGATION INTO BOUNDARY  
EXCHANGE ISSUES IN SARASOTA COUNTY

Please place the following correspondence in the above referenced docket.

- (1) Verizon's 6/13/01 fax response concerning a complaint filed by C.D. DiCarlo III
- (2) Verizon's 6/14/01 fax response concerning complaints filed by Priscilla Cross and Hazel O'Donnell.

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)

APP \_\_\_\_\_  
CAF \_\_\_\_\_  
CNP \_\_\_\_\_  
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SEC   |    
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DOCUMENT NUMBER-DATE

07444 JUN 14 01

FPSC-RECORDS/REPORTING

**VERIZON FLORIDA**

June 13, 2001

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**FPSC COMPLAINT NUMBER:** Reference Docket No. 010787-TL

**CUSTOMER'S NAME/BUSINESS NAME:** C.D. DiCarlo III

**SERVICE ADDRESS:** 8901 Veranda Way, Sarasota 34229

**TELEPHONE NUMBER/ACCOUNT NUMBER:** 941-918-0224

**CAN BE REACHED TELEPHONE NUMBER:** SAME

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**Company Response:**

Investigation shows that Mr. DiCarlo is correctly listed in both Venice and Sarasota white page listings as well as with directory assistance. Mr. DiCarlo is not being charged for the multi-book listing.

The Directory Distribution Center has flagged this account to ensure that a Sarasota book is delivered with the next publication.

The reason that the community "Osprey" shows with Mr. DiCarlo's listing in the Sarasota directory is to alert customers that the telephone number is not assigned from a Sarasota central office. In the case of some multi-book listings, special dialing may be required and charges may be incurred such Extended Calling Service (ECS 25 cent calls) or toll charges.

**Status of Account/amount of credit (if applicable):**

Not applicable

**Date and Method of customer contact(phone, letter, e-mail):**

To date, customer has not been contacted. This investigation has been conducted in conjunction with Docket No.010787-TL.

**Was the customer's complaint resolved:**

Yes, the information or action taken above should resolve this customer's complaint.

Debby B. Kampert  
Specialist - Regulatory Affairs  
813-483-2531  
[Deborah.Kampert@verizon.com](mailto:Deborah.Kampert@verizon.com)  
June 13, 2001

**VERIZON FLORIDA**June 1~~4~~, 2001

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**FPSC COMPLAINT NUMBER:** Reference Docket No. 010787-TL**CUSTOMER'S NAME/BUSINESS NAME:** Priscilla Cross**SERVICE ADDRESS:** 9620 Club South Circle #5302**TELEPHONE NUMBER/ACCOUNT NUMBER:** 941-918-8810**CAN BE REACHED TELEPHONE NUMBER:** SAME

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**Company Response:**

Investigation shows that Ms. Cross did not have a multi-book listing in the Sarasota directory; therefore an order was issued June 13, 2001 to update the Sarasota book as well as directory assistance.

Ms. Cross will now be listed in Venice as well as Sarasota.

**Status of Account/amount of credit (if applicable):**  
Not applicable

**Date and Method of customer contact (phone, letter, e-mail):**  
To date, customer has not been contacted. This investigation has been conducted in conjunction with Docket No.010787-TL.

**Was the customer's complaint resolved:**  
Yes, the information or action taken above should resolve this customer's complaint.

**Debby B. Kampert**  
**Specialist - Regulatory Affairs**  
813-483-2531  
[Deborah.Kampert@verizon.com](mailto:Deborah.Kampert@verizon.com)  
June 13, 2001

**VERIZON FLORIDA**

June 1~~4~~, 2001

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**FPSC COMPLAINT NUMBER:** Reference Docket No. 010787-TL

**CUSTOMER'S NAME/BUSINESS NAME:** Hazel O'Donnell

**SERVICE ADDRESS:**

**TELEPHONE NUMBER/ACCOUNT NUMBER:** 941-966-0003

**CAN BE REACHED TELEPHONE NUMBER:** SAME

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**Company Response:**

Investigation shows that Ms. O'Donnell is correctly listed in both Venice and Sarasota white page listings as well as with directory assistance.

It appears that sometime ago the customer was given an Additional Listing as remedy to the issue of not being in the Sarasota directory. That was not the correct solution and the customer should have been offered the Free fringe or multi-book listing.

On June 13, 2001 a correcting order was issued to remove the \$.95 monthly charge and credit has been issued back to the customers service date of March 1996. Credit of \$67.03 should appear on the customer's next bill.

**Status of Account/amount of credit (if applicable):**

Credit of \$67.03 should appear on the customer's next bill.

**Date and Method of customer contact (phone, letter, e-mail):**

To date, customer has not been contacted. This investigation has been conducted in conjunction with Docket No.010787-TL.

**Was the customer's complaint resolved:**

Yes, the information or action taken above should resolve this customer's complaint.

Debby B. Kampert  
Specialist - Regulatory Affairs  
813-483-2531  
Deborah.Kampert@verizon.com  
June 13, 2001