



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 18, 2001
TO: DIVISION OF RECORDS AND REPORTING (BAYÒ)
FROM: DIVISION OF COMPETITIVE SERVICES (ILERI) *ji psc*
RE: DOCKET NO. 010787-TL - INVESTIGATION INTO BOUNDARY
EXCHANGE ISSUES IN SARASOTA COUNTY

Please place the following correspondence in the above referenced docket.

- (1) Ms. Janet Rowe Dugan's 6/18/01 fax response offering some solutions.
- (2) A complaint faxed by Ms. Janet Rowe Dugan on behalf of Jane D. Augustine on 6/18/01.

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 _____
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OTH _____

DOCUMENT NUMBER-DATE

07568 JUN 18 2001

FPSC-RECORDS/REPORTING

Robert J. Casey
Florida Public Service Commission

01-787-TL

Fax 850-413-6975

I believe that "Mayflower Apts" -
just built - (next door) - has
Sarasota exchanges 921 to 926 -
Why can't we have Sarasota exchanges?
- We would automatically get Sarasota
phone books.
- We would be listed in Sarasota
phone books and Sarasota information.
- We could call Bradenton - (next
town) without extra cost -

Please note the enclosed complaint -
People would think her mail address
and zip code is Osprey.

What right does the phone company

Janet Rowe Dugan
Broker/Salesperson



The telephone company has had years to correct the error they made at Stoneymont - and have blatantly refused to do so.

Gerry Cole (966-4670) had her phone disconnected 3 years ago because her bill was sent to Osprey.

I believe we are entitled to same rights, costs and privileges that Mayflower tenants have

Janet Rowe Dugan
B. A. M. Ed. J. D.

Dear Janet

- After almost 3 months I inquired why I hadn't received a bill. Apparently my bills were mailed to Osprey and then sent back.

- I had a medical emergency and needed to call next door neighbors - information could not locate them.

(I ended up on an emerg trip to hospital)
- I am still being charged .95 cents each month to be in Sarasota directory. The 1st year after many calls I was reimbursed for the year - however they have been billing me the last 2+ years.

Jane D Justice
9570 High Gate Dr #1714
Sarasota FL 34238