

State of Florida



Public Service Commission
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COMMISSION CLERK

DATE: NOVEMBER 7, 2001

TO: DIRECTOR, DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES (BAYÓ)

FROM: DIVISION OF COMPETITIVE SERVICES (ILERI, CASEY) *WAT* *AK*
DIVISION OF LEGAL SERVICES (HELTON)

RE: DOCKET NO. 010787-TL - INVESTIGATION INTO TELEPHONE EXCHANGE BOUNDARY ISSUES IN SARASOTA COUNTY.

AGENDA: 11/19/01 - REGULAR AGENDA - PROPOSED AGENCY ACTION - INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\CMP\WP\010787.RCM

CASE BACKGROUND

At the May 23, 2001, 941 area code service hearing in Sarasota, Florida, Ms. Janet Rowe Dugan, a Verizon Florida, Inc. (Verizon) customer, provided testimony regarding the relief plan that the Commission should adopt. She also addressed her concerns about some Verizon services, specifically: (1) Stoneybrook Golf and Country Club (SGCC) customers, including Ms. Dugan, are not listed in the Sarasota directory or Sarasota directory assistance even though they have a Sarasota postal address; (2) SGCC customers' telephone numbers are sometimes disconnected because customer bills are sent to wrong addresses; and (3) SGCC customers were advised by Verizon that they live in Osprey, not in Sarasota.

This recommendation addresses Ms. Dugan's concerns.

DOCUMENT NUMBER-DATE
14117 NOV-7 01
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DISCUSSION OF ISSUES

ISSUE 1: Should this docket be closed?

RECOMMENDATION: Yes, this docket should be closed because Ms. Janet Rowe Dugan's concerns have been resolved to her satisfaction. However, any person whose substantial interests are affected by the proposed agency action may file a protest within 21 days of the issuance of the Commission's Order. If no timely protest is filed, the Order will become final upon the issuance of a Consummating Order. (ILERI, CASEY, HELTON)

STAFF ANALYSIS: On May 29, 2001, at the request of the Chairman at the Sarasota service hearing, staff opened Docket No. 010787-TL to investigate Ms. Dugan's concerns that were brought up at the May 23, 2001, service hearing. On June 16, 2001, staff conducted a conference call with Ms. Dugan and representatives of Verizon to discuss the various issues.

On September 13, 2001, Verizon responded to staff's questions with a letter stating that SGCC customers are served from the Venice exchange, but are located within the postal boundary of the adjacent Sarasota exchange. Therefore, they are entitled to a free multi-book listing for their primary listing because they live right at the edge or fringe of the Sarasota telephone exchange boundary. Verizon defines this multi-book listing as the "fringe listing."

In its September 13 letter, Verizon made the following commitments:

- (1) Verizon would review every customer's account listed in the SGCC directory provided by Ms. Dugan, which is approximately 850 customers;
- (2) Verizon would ensure that customers with a published telephone number would receive a multi-book listing at no charge effective with the 2002 publication of the Sarasota directory;
- (3) Verizon would update Directory Assistance for Sarasota, which is accomplished via the listings orders;
- (4) Verizon would issue credits to customers that have been paying for an additional listing to appear in the Sarasota directory;

- (5) Verizon would provide staff a spreadsheet listing each customer, the action taken, and the credit given;
- (6) Verizon, at staff's request, would send a notification letter to each affected customer by October 15, 2001;
- (7) Verizon would provide a Venice phone book to SGCC customers. In addition, Verizon has offered the affected customers the opportunity to obtain a Sarasota phone book by calling Verizon's directory distribution center at (800) 888-8448 to receive a free copy.

Further, Verizon stated that it would provide updated status reports to staff and would notify the customers via mail by October 15, 2001.

On October 15 and 19, 2001, Verizon provided status reports that addressed all of Ms. Dugan's concerns. These reports stated that out of 850 customers, only 16 were paying for an additional listing to appear in the Sarasota phone book. Verizon provided a list of these 16 customers including their telephone numbers along with the credits that will be issued within two to three billing cycles. Verizon will credit a total of \$533.69, with an average adjustment of \$33.35 per customer.

The reports also indicated that Verizon erroneously issued a service order (C5777075) to change the listed community name from Sarasota to Osprey. Verizon stated that both the basic category and the listing category were updated and will be reflected in the 2002 phone book. Verizon's reports also indicated that on October 18, 2001, Verizon issued a new service order (C6182429) to add a mark to the accounts stating that the customers requested the listed community to appear as Sarasota.

In addition, Verizon sent out the notification letters to customers within the October 15, 2001 time frame. Verizon reviewed 850 customers' records and agreed to include them in the Sarasota 2002 phone book edition. Staff verified some of the customer information in the SCGG area by calling Sarasota directory assistance. All customers were listed as residing in the Sarasota area.

Staff contacted three of the sixteen customers, and each stated that they received the letter and the credit from Verizon. They were pleased to know that they do not have to pay an additional fee to appear in the Sarasota phone book.

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Staff contacted Ms. Dugan to check whether she was satisfied with Verizon's efforts in regards to her concerns. She indicated that all of her concerns had been resolved.

Staff is very appreciative of Verizon representatives' willingness to help customers in the Stoneybrook area resolve their concerns.

Since there are no outstanding issues remaining, staff believes that Ms. Dugan's concerns have been satisfactorily resolved. Therefore, staff also recommends that this docket should be closed. However, any person whose substantial interests are affected by the proposed agency action may file a protest within 21 days of the issuance of the Commission's Order. If no timely protest is filed, the Order will become final upon the issuance of a Consummating Order.