

M E M O R A N D U M

November 16, 2001

ORIGINAL

TO: DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES

FROM: DIVISION OF LEGAL SERVICES (CHRISTENSEN) *AC*

RE: DOCKET NO. 010422-TL - COMPLAINT BY LORENZAR BROWN AGAINST BELLSOUTH TELECOMMUNICATIONS, INC. REGARDING TRANSFER AND INSTALLATION OF SERVICE.

Please place the attached consumer information packet on Lorenzar Brown in the above-referenced docket file.

PAC/lw
Attachment

APP
CAF
CMP
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OTH

DOCUMENT NUMBER-DATE
14859 NOV 21 2001
FPSC-COMMISSION CLERK

Request No. 307124T

Name BROWN ,LORENZAR MR.

Business Name

Consumer Information

Name: LORENZAR BROWN

Business Name:

Svc Address: 5646 ROCK ISLAND ROAD

County: Broward Phone: (954)-485-4912

City/Zip: Fort Lauderdale / 33319-

Account Number:

Caller's Name: LORENZAR BROWN

Mailing Address: P.O. BOX 190147

City/Zip: FORT LAUDERDALE ,FL 33319-

Can Be Reached: (954)-260-3420

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TL720

Company: BELLSOUTH TELECOMMUNICATIONS,

Attn. Sherry Coxe307124T

Response Needed From Company? Y

Date Due: 03/09/2000

Fax: B

Interim Report Received: / /

Reply Received: 03/01/2000

Reply Received Timely/Late: T

Informal Conf.: Y

PSC Information

Assigned To: ELLEN PLENDL

Entered By: DDURBIN

Date: 02/23/2000

Time: 13:20

Via: PHONE

Prelim Type: DELAY IN

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 03/04/2000

Closeout Type: GI-08

Apparent Rule Violation: N

Customer says he ordered service for (954)485-4912 and (954)485-2055 to be moved to his new address. He says the service was not connected as ordered. He says he called the PSC earlier today and we did a warm transfer call. He complains that the person he spoke to hung up on him. D. Durbin

2/29/2000 1:54p Customer called to file another complaint in regards to the same issues as this case. The customer states that the company has not contacted him. The customer wants to know when the company will contact him. I advised the customer that a response from the company is due on March 9, 2000. eakanbi.

03/01/2000 Received report with explanation. It appears that the company received a request to transfer service for telephone numbers (954) 485-4912 and (954) 485-2055 to 5646 Rock Island Road, Apartment 211 on February 21, 2000. BellSouth reports the following features were requested:

(954) 458-4912 - Primary Line

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1 Flat Rate Residential Line
FCC Charge for Network Access
Block Call Return
BellSouth Unrestricted Calling Card
Call Waiting
Local Number Portability Line Charge

BellSouth reports an appointment time between 8:00 a.m. and 1:00 p.m. on February 22, 2000 to provide service to (954) 458-2055, an additional line, with the following features:

1 Flat Rate residential Line
FCC Charge for Network Access for Additional Line
Listing Not in Directory or Directory Assistance at No Charge
Local Number Portability Line Charge

BellSouth reports that you advised the company you would not be at home and that you would provide the inside wiring for the additional line. It appears the service was connected on February 22, 2000. eplendl

03/06/2000 Closed by letter with a copy to BellSouth. eplendl

If the customer calls with any unresolved concerns and he wishes to pursue this matter further, he may request an informal conference. Please provide the request in writing to us within 30 days from the date of this letter, and direct that correspondence to:

Ms. Beverlee DeMello, Director, Division of Consumer Affairs
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

03/15/2000 Customer called to state that he has not received any letter from the PSC. I did inform him about the informal conference. Customer states that he just wants the letter that he was told he would be receiving. Customer gave me a mailing address of PO Box 190147, Fort Lauderdale, Fl 33319. A Hashisho

04/11/2000 - Request for informal conference received and information forwarded to QA group.pjohnson

04/11/2000 I received the customer's request for an informal conference from Ms. Carmen Pena. Shirley Stokes

04/11/2000 FAXED TO CO. DUE TO THE CUSTOMER'S REQUEST FOR AN INFORMAL CONFERENCE, DO NOT TAKE ANY

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DISCONNECTION ACTION FOR ANY DISPUTED AMOUNT, IF APPLICABLE, PENDING THE OUTCOME OF THIS REQUEST. Shirley Stokes

04/11/2000 This case was entered in the informal conference system. Shirley Stokes

04/11/2000 I gave the request to Eyvonne to process an acknowledgment letter to the customer with a copy to the company. After that, she will give John Plescow a copy of the file for preconference negotiations with the customer and company. Shirley Stokes

04-13-2000 - I called the customer at about 11:15, A.M, and he requested I call him after 1:00, P.M.. I called the customer at approximately 1:10, P.M., and the customer refused to participate in the mediation process, until the PSC sent him the written policy stating that mediation was part of the process. When I requested to include some questions that I needed the customer to answer, the customer indicated that all he wanted to see was the written policy, and no questions should be included. The customer then said he wanted it know that he wanted to cooperate 100, percent./JPLESCOW

04-17-2000 - The customer called to confirm the mailing address. I provided the mailing address that we had on file. He said that he wanted to change the mailing address if that would not cause any problems. I explained I could note the file that he wanted all future correspondence send to a new address, and this would not be any trouble. He then changed his mind, and he said to mail the correspondence to the address that we already had on file./JPLESCOW

04-19-2000 - I called the company to check on the status of the customer's account. The customer will have to pay \$76.00, by 05-06-2000, and an additional. \$50.00, by 05-09.2000.

04-20-2000 - Two letters from customer received. The letters are requesting the information already requested on 04-13-2000./JPLESCOW

05-01-2000 - Mr. Brown called. He still will not state what is in dispute. He wants in writing the rule or policy stating he needs to participate in the mediation portion of the informal conference process. He said he wanted this information in writing, so he would not incriminate himself. He said he was concerned because it would be May 6, 20000, and his bill would be due. He said he did not want to pay for a service he was not receiving, but he would not say what service he was not receiving. I explained that Mr. Rasberry and Ms. Pena would follow-up with him today./JPLESCOW

05-04-2000 - The customer called, and he said he was expecting someone to respond to him today. He did not indicate he was having any problems. I said I would note the file, and I would notify Ms. Pena and Mr. Rasberry. /JPLESCOW

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05-05-2000 - Mr. Brown called and said he would like Some one to follow-up with him regarding his case. I informed Ms. Pena. After discussing the matter, with Ms. Pena, I called Ms. Welling with BellSouth. I discussed the demarkation rule with Ms. Welling. We agreed to continue the discussion on 05-08-2000./JPLESCOW

05-08-2000 - I spoke to Ms Welling. We agree that the demarkation point for the second line would be the first jack, for the second line, in Mr. Brown's apartment. Additionally, The company can not charge the customer for the installation of the first jack for the second line. The company will contact the customer to make an appointment to go into the customer's apartment. Note, the customer will not get time out of service credits for the second line because he did not provide access to his apartment, so the company could install the second line to its demarcation point./JPLESCOW

05-10-2000 - BellSouth has gone to the customer's home. Ms. Welling told me that the customer was being difficult and argumentative. A written follow-up from BellSouth will be sent to me as soon as possible./JPLESCOW

05-18-2000 - Angie sent me the following e-mail.

John, Mr. Brown called for you. He did not want to leave a message nor gave me any information to pass along to you. Just a note to let you know he called. Angie/JPLESCOW

06-05-2000 - The customer called. He wants to know the status of his case. I explained that Ms. Pena had some additional questions for BellSouth, and once the questions had been answered the PSC would follow-up with him./JPLESCOW

06-06-2000 - I spoke to Bellsouth, and Ms. Welling is unwilling to provide any additional credits. I spoke to Ms. Pena, and she instructed me to turn the case over to Ms. Stokes for further handling./JPLESCOW

06-09-2000 - Mr. Brown called. He left 2 phone numbers (954)485-4912, and (954)260-3420. I left a message on the answering machine at (954)485-4912. I explained that the customer's case had been given to MS. Stokes for further handling. I explained that any future questions should be addressed to Ms. Stokes. Note, I also attempted to call the customer at (954)260-3420, but I received3vied no answer./JPLESCOW

06-09-2000 Mr. John Plescow TRANSFERRED Mr. Brown's voice mail message to me. The message indicated that Mr. Brown called at 12:52 p.m. regarding the status of his informal conference request. Shirley Stokes

06-12-2000 I retrieved the file from my box. Shirley Stokes

06-12-2000 At 9:29 a.m., I called Mr. Mr. Brown's telephone number 954-485-4912 and left a message on his voice mail that I was returning his call regarding his informal conference request. At 9:30 a.m., I called his telephone number 954-260-3420 and reached Mr. Brown. I explained that due to the workload and vacation time,

we cannot take any action on his complaint until August. I also explained that although customers have the option of requesting an informal conference, the request can be denied if it appears no rules or regulations were violated. For planning purposes, I asked him if he will be available on August 24 or 25 to have a telephone informal conference, if one is granted. He asked what are the options. I explained that there are other options, but I didn't elaborate. However, I emphasize again that informal conferences are not necessarily granted just because customers request one. I told him that we probably won't take action on his request until August. If earlier, we will let him know. Also, if the informal conference is denied, we will let him know. He also asked for a copy of the rules. It appears that Mr. Brown wants to be argumentative. He stated that he had previously asked for a copy of the rules. I promised him that I will mailed him a copy of the Customer Complaint Rules today. Mr. Brown also stated upon receipt, he will let me know. I mailed him a copy of the rules. Shirley Stokes

06-15-2000 At 9:50 a.m., I received Mr. Brown's call. He verified receipt of the Customer Complaint Rules. He stated that he will not call back and wait patiently until August or September. I explained that, as I promised, we will follow up with him. Shirley Stokes

06-23-2000 I sent BellSouth (Ms. Margarita Welling) an e-mail asking for additional information for clarification as follows:

BellSouth's May 10, 2000, report stated that the company installed an Inside Network Interface to activate Mr. Brown's service for the additional line, 954/485-2055. Please let me know if this installation can only be installed by BellSouth.

Additionally, for clarification, please refer to your March 1, 2000, report. The report stated that an appointment was set up between 8 a.m. and 1 p.m. on February 22, 2000. It also stated that the access information indicated "that the customer would not be home and that he would provide the inside wiring for the additional line."

1. Why was an appointment set up if the customer was not going to be home?
2. Was there a meter room connection in this case?
3. Please provide any additional information that will help clarify the above concerns.

If possible, please provide the additional information by June 28, 2000. Thanks. (Shirley Stokes)

06-27-2000 I found out that Ms. Welling is on vacation, so I forwarded a copy of the e-mail message to Ms. Pat Shields at BellSouth. I changed the supplemental report due to June 30, 2000. Shirley Stokes

07-05-2000 FAXED TO CO. I have not received the Supplemental Report requested above. Please expedite a written response to me ASAP and by July 7, 2000. Shirley Stokes

07-07-2000 Supplemental Report received, stating that when BellSouth representatives schedule appointments, customers are asked if they will be home if access to the premise is needed. In this case, the company reported that the customer did not request any inside work and indicated that he will not be at home. After the service was completed, the company tested the service, which indicated that the service was working to the meter room. Although BellSouth stated that this information was provided to me on June 29, 2000, I did not consider the verbal information from Ms. Pat Shields as an official response to this case. I had called her to verify receipt of my e-mail message, and she just provided general information and was going to confirm the particulars in this case. Shirley Stokes

07-07-2000 Report received via e-mail. VMcKay (This report is the same as noted above.) Shirley Stokes

07/18/00 CUSTOMER CALLED FOR A STATUS REPORT. THE CALL WAS TRANSFERRED TO ME BY T. MORGAN IN THE CALL CENTER. MR. BROWN STATED HE WANTED AN UPDATE ON THE STATUS OF HIS COMPLAINT. HE HAD BEEN TOLD THAT S. STOKES WAS OUT OF THE OFFICE. I ADVISED HIM THAT MS. STOKES HAD REQUESTED ADDITIONAL INFORMATION FROM THE COMPANY AND THAT THE COMMISSION WOULD BE GETTING BACK IN TOUCH WITH HIM. HE ASKED ME WHY I COULD NOT GIVE HIM ANY INFORMATION ON THE REPORT. I STATED THAT HIS MATTER APPEARED TO BE HANDLED BY JOHN PLESCOW AND SHIRLEY STOKES. SINCE IT HAD BEEN ESCALATED TO SHIRLEY AND JOHN BECAUSE OF HIS REQUEST FOR AN INFORMAL I WOULD TAKE HIS NUMBER AND ANY ADDITIONAL INFORMATION AND FORWARD IT TO THEM. HE SAID HE WANTED TO SPEAK TO MY SUPERVISOR SINCE I WAS NOT ABLE TO ASSIST HIM. HE STATED HE WANTED TO BE CONTACTED ASAP AT THE CONTACT NUMBER LISTED ON THE FORM. I INFORMED C. PENA OF THIS MATTER. C. BROOME

08/01/00 - Customer called requesting to speak with SStokes. Customer advised SStokes did not answer her extension, and I offered to transfer him to her voice mail; he refused and requested that I relay a message be SStokes. The message was sent to her e-mail. KBaldwin

08/01/00 I received Ms. Baldwin's e-mail message as follows regarding his telephone call today. Shirley Stokes

08/01/00 - Customer called requesting to speak with SStokes. Customer advised SStokes did not answer her extension, and I offered to transfer him to her voice mail; he refused and requested that I relay a message be SStokes. The message was sent to her e-mail. KBaldwin

Mr. Brown says he wants you to call his message line at 954-485-4912 and to leave a message. He also left his cellular phone number which is 954-460-3420. He says he'll be waiting for your call; but be sure to try and reach him on the message line first.

08/01/00 At 3:40 p.m., I returned Mr. Brown's call. I asked if he was following up with his informal

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conference request. I explained that during my last conversation with him, I promised to follow up with him this month regarding the outcome of his request. I explained that I just returned from vacation, but I will automatically follow up with him this month. Shirley Stokes

8/4/2000 Case edited, per Shirley Stokes. Customer first name changed to Lorenzar from Lorenzo, and mailing address changed to P.O.Box from physical address . P.Lowery

08/07/2000 I put a copy of the draft REC on Ms. Carmen Pena's desk to review. Shirley Stokes

August 21, 2000: The recommendation was handed to Mr. L. Rasberry for review. As soon as General Counsel C. Bedell answers Mr. Rasberry's voice mail, we will proceed accordingly. Carmen Pena - Quality Assurance Supervisor.

08/23/2000 At 12:16 p.m., Mr. Brown left me a voice mail message inquiring about the status of this case. He asked me to give him a call. (I was out of the office.) Shirley Stokes

08/24/2000 At 8:44 a.m., Mr. Brown called regarding this case. I acknowledged receipt of his message, and told him that I was out of the office yesterday. (I discussed Mr. Brown's voice mail message with Ms. Carmen Pena, and she advised me to let him know that our Legal Division is reviewing his case.) I told Mr. Brown that our Legal Division is reviewing his case, and we will let him know the outcome of this case. He said that means what. I explained that it means that our Legal Division is reviewing his case, and we will follow up with you regarding the outcome. He said that you promised to let me know in August. I explained that today is August 24, and I hope that we can follow up with him within the next few days. He asked me to fax him a confirmation what I said about Legal is reviewing the case. I explained that I will discuss this request with my supervisor. Mr. Brown then said that I was being rude to him. He asked what your supervisor's name, and I said Ms. Carmen Peña. He said that "I know that clown." Mr. Brown says that he has problems with his mail, and asked me to fax the information regarding Legal to 954/485-2055. Shirley Stokes

08-28-00 I sent a letter to Mr. Brown at his fax number 954/485-2055, as he requested. I explained that your request for an informal conference is still pending, and our Legal Division is reviewing your case. As you requested, this letter was faxed to you at 954/485-2055. Shirley Stokes

09-05-00 I received the following e-mail message from Ms. Carmen Peña. Shirley Stokes

FYI....I will file a copy of this e-mail in the red flag file.

-----Original Message-----

From: Leroy Rasberry
Sent: Friday, September 01, 2000 1:46 PM

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To: Beth Keating
Cc: Carmen Pena
Subject: RE: Update on Lorenzar Brown case - 307124T

Thanks Beth.

Carmen,

For the file.

-----Original Message-----

From: Beth Keating
Sent: Thursday, August 31, 2000 5:59 PM
To: Leroy Raspberry
Subject: Update on Lorenzar Brown case - 307124T

Clayton Lewis has sent BST a fax informing them they should not have charged Mr. Brown for service until the service was actually activated to the apartment. A response has been requested by Sept. 19.

10/9/00 Customer called and requested to speak with SStokes. SStokes was not available and customer left a message for a return call. Message forwarded to SStokes. NChester

10/09/00 - Customer called again to speak with Shirley Stokes. Customer informed that Mrs. Stokes would be out of the office for the entire week. Customer transferred to Leroy Raspberry. janderson

10/09/00 - Spoke with customer and explained that his matter has been referred to Legal for review. I gave customer Beth Keating's number in legal. LRaspberry

10/16/00 Ms. Diana Caldwell, Legal, provided me bill copies from December 1999 through May 2000, with the exception of April bill. She also explained that she had tried to reach Mr. Brown. Shirley Stokes

10/17/00 Ms. Caldwell sent Mr. Clayton Lewis an e-mail to request copies of April and June bills ASAP from BellSouth. Shirley Stokes

10/19/00 I received a copy of Mr. Clayton Lewis's e-mail to Ms. Diana Caldwell with a spreadsheet attached regarding the customer November 1999 through May 14, 2000, bills. Shirley Stokes

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10/31/00 I received a copy of Legal Services Division's (Ms. Diana Caldwell) October 30, 2000, letter to Mr. Brown from Ms. Carmen Peña regarding Ms. Caldwell's telephone conversation with Mr. Brown on October 23, 2000. She explained that the PSC is not authorized to award damages, and told him that the civil court has authority to award damages. Ms. Caldwell also explained that the PSC's technical staff obtained copies of his bills as noted above, and it appears that he has been billed or received credits appropriately under the PSC's rules. "Therefore, it is my opinion that your file should be closed. My opinion is formed based upon a reading of Commission rules and my interpretation of the facts that have been provided to me. This opinion does not bind the Commission nor does it reflect any official action of the Commission." Ms. Caldwell also explained that staff will take a recommendation to the Commissioners on December 5, 2000, that his request should be denied. She also explained that since staff believes that the Commission cannot grant the relief he seeks, he may want to withdraw his informal conference request. Ms. Caldwell also provided him with documents that staff used to make the determination. Shirley Stokes

12-06 Legal, Ms. Diana Caldwell, sent me an e-mail to request a copy of the rec by e-mail--sent. She also told me that she was working on the rec. Shirley Stokes

05-29-01 Ms. Patty Christensen, Legal, called regarding this case around 11:55 a.m. She says that there was no Form X. I explained that the informal conference request was received prior to the requirement of Form X. Since she was looking for the customer's informal conference request in her file, I told her that I will have the secretary to make her a copy of our file for her. Ms. Eyvonne Estelle hand delivered a copy of the file to Ms. Christensen. Since she was not in her office, Ms. Estelle left it on her chair in an envelope. Ms. Christensen says that she will try to get the rec ready to file by this Thursday, May 31, 2001. Shirley Stokes

06-27-01 Legal (Ms. Patty Christensen) provided me a copy of the rec to review. After discussions and corrections, CAF signed the rec. Shirley Stokes

06-28-01 Mr. Rasberry notified me that he spoke with the General Counsel regarding this case, and he was going to call Mr. Brown to see if the case had already been resolved by Legal. Shirley Stokes

06/28/01 Mr. Harold McLean believes we should hold the conference for this consumer. I explained that we had a copy of a letter from Diana Caldwell as referenced in the 10/31/2000 notes above. LRasberry

07/16/01 Called and left message for customer to call me either directly, or on the toll free number. LRasberry

07/16/01 Called BellSouth, Margarita Welling to inquire about the status in their files. Ms. Welling states that they provided copies of the customer's monthly 11/99 to 2000 to Clayton Lewis (through Nancy Simms), and heard nothing more from either the PSC or the customer. LRasberry

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July 23, 2001: I have received a copy of an e-mail Mr. L. Rasberry forwarded Shirley Stokes on July 20, 2001 at approximately 7:01 p.m. (A copy has been placed in the case file .) It appears that the customer still wants to participate in an informal conference according to Mr. Rasberry's annotations in the aforementioned e-mail. *Note* Shirley Stokes is on vacation and will not return to the PSC until August 6, 2001. Upon her return she will contact the attorney in charge of handling the informal conference. Carmen Peña - Supervisor

07/26/2001 Customer called and requested to speak to Ms. Stokes, Ms. Keaten, and Mr. Rassberry. Informed him that they were unavailable. He would like a call back regarding his informal conference. Will e-mail Pam Johnson, Mr. Rasberry, and Ruth. kmarshall

07/26/01 5:34 pm Called Mr. Brown, left voice message with my direct, and toll-free number to call me.
LRasberry

7/27/01 2:41 pm Mr. Brown left a voice message for me to return his call at 954-260-3420.

7/27 5:40 pm I called Mr. Brown. He questioned the status of the conference. I explained that I forwarded the information that he still wanted to have the conference to Shirley Stokes supervisor, and we will go forward with the proceedings. LRasberry

08-06-01 I retrieved Mr. Rasberry's July 20, 2001, e-mail today, which states as follows:

This is to inform you that I spoke with Mr. Brown Friday, 7/20 and he still wants to participate in an informal conference. Please follow-up as appropriate. Thank you. (MR. RASBERRY'S E-MAIL MESSAGE)

Shirley Stokes

08-07-01 Around 10:03 a.m., I called BellSouth and spoke with Ms. Margarita Welling to discuss possible dates for an informal conference in September. Ms. Welling was very concern that we were setting up an informal conference when the former General Counsel had said that an informal conference will not be scheduled. I emphasized that I understood her concerns, but I was told that we had to have an informal conference in this case. Ms. Welling said that she is available any day in September. She also stated that she was going to talk with Ms. Nancy Sims. Shirley Stokes

*Since I have been in a meeting with Ms. Rhonda Hicks after my conversations with BellSouth, I will try to reach Mr. Brown this afternoon to discuss a date for an informal conference. Shirley Stokes

08-07-01 At 3:30 p.m., I called Mr. Brown's telephone number 954-485-4912. I explained that I was calling to set up an informal conference regarding his complaint against BellSouth in September anytime after September 4 during the regular work week. He wanted to know what type, and I explained that we can have a telephone informal conference. Mr. Brown asked me what will be the outcome of the conference, and I explained that I

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cannot make a judgment about the outcome. We will have the conference for him to discuss his complaint. I asked him to give me a date, and he said September 27. I asked him about the time, and he wanted to know the earliest and latest. I explained about 9 for earliest, and I explained that he may want the latest at 3 to allow him enough time for the conference. He asked me how long will it last. I explained that it's up to the parties, and that some conferences may last 30 minutes, an hour, an hour and half, or two hours. Then, he said that he wanted to talk with his attorney before he sets the time, and Mr. Brown stated that he will follow up with me sometime this week. I explained that he can contact me at the toll-free number; however, he interrupted and said I know how to contact you. As a precaution, I still provided my direct line number to Mr. Brown. ALSO, MR. BROWN STATED THAT HE HAD PREVIOUSLY ASKED US TO CONTACT HIM ONLY AT 954-260-3420. I ASKED HIM IF THAT WAS GOING TO BE HIS CONTACT TELEPHONE NUMBER FOR THE INFORMAL CONFERENCE, AND HE STATED THAT I WILL LET YOU KNOW WHEN I CALL YOU BACK. It appears that Mr. Brown just wanted to be argumentative. Shirley Stokes

08-09-01 Around 2:28 p.m., Mr. Brown called and stated the time for the telephone informal conference on September 27 is 10 a.m. He says that the contact telephone number is 954-491-3737. He says that this number is at his attorney's, Maurice Graham, office. Mr. Graham's address is 331 East Prospect Road, Oakland, FL 33334. Mr. Brown also confirmed that his mailing address is P.O. Box 190147, Ft. Lauderdale, FL 33319. I explained that I will follow up with a letter regarding the conference date and time. Shirley Stokes

08-09-01 Around 2:35 p.m., I called BellSouth to speak with Ms. Margarita Welling. Since she was out of the office, I left a message with Ms. Gina Morine about the conference date and time. Shirley Stokes

08-10-01 CAF received an e-mail from BellSouth, Ms. Welling, requesting a copy of Mr. Brown's file. She also stated that the company is not clear about what Mr. Brown is requesting on his informal conference. Shirley Stokes

08-10-01 By e-mail response, I took the opportunity to provide Ms. Welling with the information regarding the informal conference date. I also explained that a copy of the file will be provided with a copy of CAF's letter to Mr. Brown about the September 27, 2001, conference date. Shirley Stokes

08-10-01 I received Ms. Margarita Welling's, BellSouth, e-mail acknowledging receipt of my August 9, 2001, telephone message about the informal conference. She also stated that the date was noted on her calendar. Shirley Stokes

08-21-01 CAF sent Mr. Brown a letter (dated August 20, which was sent certified and regular mail) along with file copy regarding the September 27, 2001, informal conference date. Copies of the letter and file were sent to BellSouth, Mr. Brown's attorney, Maurice Graham (certified and regular mail); Legal (letter only--Patty Christensen), Division of Competitive Services (letter only--Phil Trubelhorn). We also sent Mr. Brown another copy of the informal conference rules, and sent BellSouth a Settlement Agreement form. Shirley Stokes

08-24-01 At 2:06 p.m., Mr. John Merlino of BellSouth left me a voice message. He acknowledged receipt of the file copy, and also wanted to know specifically what Mr. Brown was going to discuss at the informal conference. Mr. Merlino asked me to give him a call at 305-347-5428. Shirley Stokes

08-27-01 At 7:50 a.m., I returned Mr. Merlino's call. I explained that Mr. Rasberry spoke with Mr. Brown. According to Mr. Rasberry, we had to have an informal conference. I also explained that I'm not sure what Mr. Brown will discuss other the complaint information. I explained that based on information from CAF's management, we cannot go before the Commissioners prior to having an informal conference. Shirley Stokes

08/27/01 Certified mail return receipt card received and added to file. NChester

08/28/01 I received the returned certified green form from Ms. Chester. It shows that the correspondence was delivered to Mr. Brown on August 24, 2001. Shirley Stokes

08-29-01 CAF received the certified green form showing a delivery date to Mr. Brown's attorney, Mr. Maurice Graham, on August 24, 2001. Shirley Stokes

08-30-01 CAF received the certified green form showing a delivery date of August 24, 2001, to BellSouth. Shirley Stokes

09-26-01 Around 9:45 a.m., I called the company, Ms. Margarita Welling, to request an e-mail providing the names of the representatives who will participate in the informal conference. Ms. Welling said that she will send them to me this afternoon. She also stated that she has not received a copy of Form X stating what the customer is disputing. I explained that there is no Form X for this old case, and emphasized that she was familiar with changes on this case where the case was going to agenda then CAF management ordered that an informal conference be held with the parties. Ms. Welling said that she was concerned that the lawyer may not want to have the conference without Form X. I emphasized that she needs to explain to them that this is an old case and Form X is not needed in this case. Shirley Stokes

09-26-01 Shortly after the above conversation with Ms. Welling, I received a copy of an e-mail from Ms. Beverlee DeMello as follows: (Shirley Stokes)

-----Original Message-----

From: Bev DeMello
Sent: Wednesday, September 26, 2001 10:09 AM
To: Rhonda Hicks; Carmen Pena
Cc: Shirley Stokes
Subject: Lorenzo Brown

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Importance: High

Rhonda: Nancy Sims (BellSouth) just called. They need to cancel the informal conference of Lorenzo Brown. Can you have Shirley Stokes get with John Merlino with BellSouth ASAP?

09-26-01 Carmen and I discussed some concerns with Ms. Rhonda Hicks, and management spoke with BellSouth. The consensus was to go ahead with the informal conference as scheduled for tomorrow. Shirley Stokes

09-26-01 At 3:09 p.m., I called Mr. Brown to remind him of the 10 a.m. informal conference tomorrow, and verified his contact telephone number again for the conference at 954-491-3737. Mr. Brown stated you did that. Shirley Stokes

09-27-01 The telephonic Informal Conference was held on September 27, 2001, at 10:01 a.m. and ended 10:30 a.m. with a pending Settlement Agreement. Mr. Brown and his attorney, Mr. Maurice Graham, were primarily concerned about a \$500 claim for the lost of business plus attorney charges. During the informal conference, Mr. Graham stated that Mr. Brown lost business since telephone number 954-485-2055 was not connected on timely basis. He says that the business name is Truckin America Corporation. BellSouth verified that 954-485-2055 was connected as a residential line, and the company stated that it will not pursue charges for the business line. BellSouth also stated that the apartment where Mr. Brown resides had been prewired to the Network Interphase. After a discussion with Mr. Brown, Mr. Graham agreed to sign a Settlement Agreement Form since the company has issued the proper credits to the customer's account. Mr. Graham provided his fax telephone number 954-491-3545 for BellSouth to fax the Settlement Agreement. Shirley Stokes

September 28, 2001: At approximately 11:00 a.m. today , Nickii from the call center staff handed me a faxed copy of the settlement agreement between BellSouth and the customer Lorenzar Brown. The fax was received at CAF on September 27, 2001 at approximately 3:41 p.m. The agreement copy and updated copy of the cover sheet of this case have been placed on Shirley Stokes desk. A fax has been forwarded to John Merlino at BST to acknowledge receipt of the settlement agreement copy. Carmen Peña - Supervisor

September 28, 2001: A copy of the fax journal has been included as part of the documentation of this case. It reflects that at approximately 11:17 a.m. BST received our updated copy of the case to acknowledge the receipt of the settlement agreement forwarded to Shirley Stokes. (Shirley is out of the office today.) Carmen Peña - Supervisor

10-02-01 I listened to Ms. Margarita Welling's 2:09 p.m. voice mail message from Friday, September 28, 2001. She stated that she had not received the signed Form X, and wanted to know if the customer's attorney had faxed it to us. When I returned the call, she stated that she only received a copy of the CATS' form. I faxed

Request No. 307124T

Name BROWN ,LORENZAR MR.

Business Name _____

her a copy of the Settlement Agreement, which she acknowledged receipt. We were also concerned that Mr. Graham did not sign the form, only typed information. Around 9 a.m., I called Mr. Graham and explained that the Form X needs his signature, and I asked him to fax it to BellSouth at the fax number on its fax cover sheet. He will also fax the PSC a copy. I also explained that the original copy needs to be returned also to BellSouth. Ms. Welling was also going to call Mr. Graham. WE SHOULD BE RECEIVING ANOTHER COPY OF THE SETTLEMENT AGREEMENT FORM. Shirley Stokes

10-03-2001 - Settlement agreement received. However, it was signed by the customer's attorney not the customer./JPlescow

10-03-2001 - Ms. Pena supervisor requested I contact the customer's lawyer and ask why the customer of record did not sign the settlement agreement. I called his office, but he was not in. I spoke to his secretary, and I explained I needed to know why the customer did not sign the agreement. She said she would have the customer's attorney return my call./JPlescow

10-05-2001 - I called the customer's lawyer's office, and I spoke to Stacy. She said Mr. Brown was scheduled to visit the office today, to sign the agreement./JPlescow

10/11/01 Customer correspondence received and added to file. Customer correspondence delivered to John Plescow. NChester

10/12/01 Customer correspondence delivered to Shirley Stokes, per John Plescow's request. NChester

10-12-01 I received the Fax Settlement Agreement with CAF's October 11, 2001, received stamp from Ms. Nekey Chester. Shirley Stokes

10-12-01 Around 11:50 a.m., I called Stacy at Mr. Maurice Graham's office. I asked her about the original copy. She says that the Settlement Agreement was faxed to Mr. Brown since he couldn't come to the office. I asked her to have Mr. Brown to mail the original copy of the Settlement, so she can mail it to me. I also asked her to send me the original form with Mr. Graham's signature. Shirley Stokes

10-17-01 Around 9:15 a.m., I called Mr. Maurice Graham, Mr. Brown's attorney, to inquire about the original

Request No. 307124T Name BROWN ,LORENZAR MR. Business Name _____

Settlement Agreement. Stacy told me that she just received the Settlement Agreement with Mr. Brown's original signature. Since that copy does not have Mr. Graham's original signature since it was a faxed copy, I asked her to have Mr. Graham to sign that form and send it to me. After that, I will send it to BellSouth for its original signature again. Shirley Stokes

10-22-01 CAF received the Settlement Agreement from Mr. Graham with his and Mr. Brown's original signatures. Since that copy had BellSouth's fax signature, I sent the original to Mr. John Merlino, BellSouth, to also include its original signature. After that, BellSouth will return the Settlement Agreement to me. I will send copies to the Division of Competitive Services and Legal. We will have to file Settlement for approval by the Commission. Shirley Stokes

10-24-01 Ms. Margarita Welling, BellSouth, left me a voice mail message acknowledging receipt of the original Settlement Agreement. Since the mail has run, original Settlement Agreement will be returned to me in tomorrow's mail. Shirley Stokes

10-30-01 PLEASE MAKE SURE THAT YOU DELIVER THE SETTLEMENT AGREEMENT TO ME UPON RECEIPT. THANKS. Shirley Stokes

10-30-01 I received the original signed Settlement Agreement from Ms. Nekey Chester. It shows that CAF received the correspondence on October 29, 2001. Shirley Stokes.

10-30-01 Around 11:0 a.m., I gave copies of the Settlement Agreement to Ms. Carmen Peña to give to Mr. John Plescow to deliver to Ms. Patty Christensen, Legal, and Mr. Phil Trubelhorn, Division of Competitive Services. Shirley Stokes

10-30-01 Since I cannot edit this file due to management request, the time mentioned above should be 11:00 a.m. Shirley Stokes

10-30-01 I sent the following e-mail to Ms. Patty Christensen and Mr. Phil Trubelhorn regarding the Settlement Agreement. Legal sent the following message regarding an Agenda Conference date:

I'll schedule this for the December 4th agenda

-----Original Message-----

From: Shirley Stokes
Sent: Tuesday, October 30, 2001 11:13 AM
To: Patty Christensen; Phil Trubelhorn
Cc: Shirley Stokes; Carmen Pena
Subject: Settlement Agreement--Lorenzar Brown
Importance: High

Request No. 307124T Name BROWN ,LORENZAR MR. Business Name

Mr. John Plescow is on his way to give you a copy of the Brown's Settlement Agreement. We should proceed to take it to Agenda for approval by the Commission. Thanks.

11-06-01 Around 3:20 p.m., Ms. Patty Christensen came in my office with a copy of the draft recommendation and requested the original Settlement Agreement to file with Mr. Brown's recommendation. I gave the original recommendation to her. Shirley Stokes

11-07-01 My yesterday's statement that I gave the original recommendation to Ms. Christensen should have stated that I gave her the original Settlement Agreement to her. Shirley Stokes

COMMISSIONERS:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI

STATE OF FLORIDA

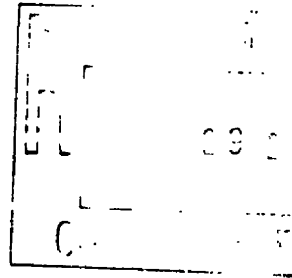


DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

October 22, 2001

Mr. John Merlino, Manager
BellSouth Telecommunications, Inc.
150 West Flagler Street
Suite 1815
Miami, FL 33130



RE: Settlement Agreement for Mr. Lorenzar Brown, Request No. 307124T

Dear Mr. Merlino:

Since there were some concerns about getting all original signatures on the Settlement Agreement, we asked Mr. Graham to send us a copy of the settlement with his and Mr. Brown's original signatures. I have enclosed it for you to put your original signature on it above your name or to the side of it. After that, please return the original Settlement Agreement to me.

Thank you for your assistance. If you have any questions, please give me a call at 1-850-413-6125.

Sincerely,

A handwritten signature in cursive script, appearing to read "Shirley Ann Stokes".

Shirley Ann Stokes, Regulatory Consultant
Bureau of Consumer Information and
Conservation Education

SAS:sas

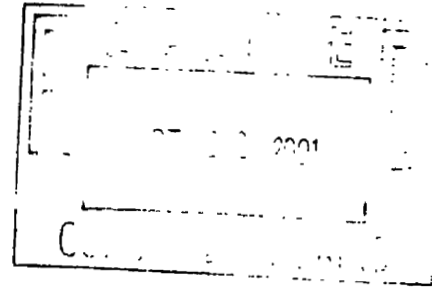
LAW OFFICES OF

MAURICE GRAHAM, ESQ.

339 E. Prospect Road
Oakland Park, FL 33334
Phone: (954) 491-3737
Fax: (954) 491-2545

October 17, 2001

Shirley Stokes
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850



RE: Lorenzar Brown / Settlement Agreement

Dear Shirley,

Enclosed please find the Settlement Agreement signed by Mr. Graham and Mr. Brown. Notice they are signed twice. If it is not clear which signatures are the originals I will tell you. The very first signature located above all the others is the original for Mr. Graham. The signature of Mr. Brown off to the right at the bottom is his original signature. If you have any questions regarding this please feel free to contact me at the numbers listed above. Thank you.

Respectfully,

Legal Secretary
Stacey Orcutt

TRIGIN

MG/so

COMMISSIONERS:
F. JOHN JACOBS, JR., CHAIRMAN
J. TIMMY CRANON
LILA A. JAMIK
BRAULIO L. HALEZ
MICHAEL A. PALECKI

STATE OF FLORIDA



DIVISION OF CONSUMER AFFAIRS
BRUCE J. DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

ORIGINAL

SETTLEMENT AGREEMENT

Customer: Mr. Lorenzo Brown

FPSC Request Number: 107124T

By signing the following statement, the parties agree that a satisfactory resolution of the complaint has been reached and understand that the settlement is binding on both parties and that the parties waive any right to further review or action by the Commission.

Regarding account 954-485-2055, BellSouth has issued the appropriate credits to the account.

In addition, BellSouth has agreed not to charge you Business Rates on your residential account 954-485-2055.

Maurice Graham
Lorenzo Brown
Maurice Graham
Maurice Graham, Esquire
Representing Mr. Lorenzo Brown

Customer or Customer's Representative

Date September 27, 2001

[Signature]

Company BellSouth Telecommunications

Date September 27, 2001

STATE OF FLORIDA

COMMISSIONERS:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

October 22, 2001

Mr. John Merlino, Manager
BellSouth Telecommunications, Inc.
150 West Flagler Street
Suite 1815
Miami, FL 33130

RE: Settlement Agreement for Mr. Lorenzar Brown, Request No. 307124T

Dear Mr. Merlino:

Since there were some concerns about getting all original signatures on the Settlement Agreement, we asked Mr. Graham to send us a copy of the settlement with his and Mr. Brown's original signatures. I have enclosed it for you to put your original signature on it above your name or to the side of it. After that, please return the original Settlement Agreement to me.

Thank you for your assistance. If you have any questions, please give me a call at 1-850-413-6125.

Sincerely,

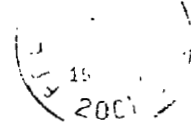
A handwritten signature in cursive script, appearing to read "Shirley Ann Stokes".

Shirley Ann Stokes, Regulatory Consultant
Bureau of Consumer Information and
Conservation Education

SAS:sas

MAURICE GRAHAM
Attorney At Law
339 E. Prospect Road
Oakland Park, Florida 33334

FT LAUD FL. 33310 1882 10-19-01 17:27



DIVISION CONSUMER AFFAIRS
Public Service Commission
Attn: Shirley Stokes
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Keep

32399+0850 01



LAW OFFICES OF

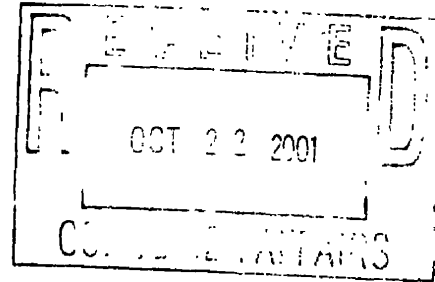
MAURICE GRAHAM, ESQ.

339 E. Prospect Road
Oakland Park, FL 33334
Phone: (954) 491-3737
Fax: (954) 491-2545

October 17, 2001

Shirley Stokes
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

ORIGINAL



RE: Lorenzar Brown / Settlement Agreement

Dear Shirley,

Enclosed please find the Settlement Agreement signed by Mr. Graham and Mr. Brown. Notice they are signed twice. If it is not clear which signatures are the originals I will tell you. The very first signature located above all the others is the original for Mr. Graham. The signature of Mr. Brown off to the right at the bottom is his original signature. If you have any questions regarding this please feel free to contact me at the numbers listed above. Thank you.

Respectfully,

Legal Secretary
Stacey Orcutt

MG/so

COMMISSIONERS:
F. THOM JACOBS, JR., CHAIRMAN
J. THOMY DEANON
LILA A. JARISH
BRADLEY L. HALEY
MICHAEL A. PALEONI

STATE OF FLORIDA



DIVISION OF CONSUMER AFFAIRS
RAYFLEEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

ORIGINAL

SETTLEMENT AGREEMENT

Customer: Mr. Lorenzo Brown

FPSC Request Number: 1071247

By signing the following statement, the parties agree that a satisfactory resolution of the complaint has been reached and understand that the settlement is binding on both parties and that the parties waive any right to further review or action by the Commission.

Regarding account 954-485-2055, BellSouth has issued the appropriate credits to the account.

In addition, BellSouth has agreed not to charge you Business Rates on your residential account 954-485-2055.

Maurice Graham
Lorenzo Brown
Maurice Graham
Maurice Graham, Esquire
Representing Mr. Lorenzo Brown

Customer or Customer's Representative

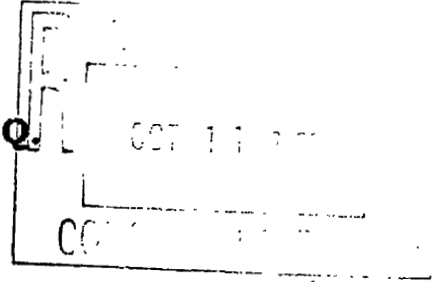
Date September 27, 2001

[Signature]
Company BellSouth Telecommunications

Date September 27, 2001

**LAW OFFICES OF
MAURICE GRAHAM, ESQ.**

339 E. Prospect Road
Oakland Park, FL 33334
Phone: (954) 491-3737
Fax: (954) 491-2545



FACSIMILE TRANSMISSION SHEET

DATE: 10/11/01 TIME: 9:50 am/pm

TOTAL PAGES: 2 (including cover sheet)

TO: John Plescow

COMPANY NAME: PSC

FAX NO: 800 511-0809

RE: Lorenzar Brown

FROM: Stacey

COMMENTS: Here is the Settlement Agreement
Signed by Mr. Brown & Mr. Graham. Sorry, it
took so long. Any questions feel free to call.

IF YOU DO NOT RECEIVE ALL COPIES PLEASE CONTACT THIS OFFICE
IMMEDIATELY.

The information contained in this transmission is privileged and confidential. It is intended only for the individual or entity named above. If you are not the intended recipient, you are hereby notified that dissemination, distribution, or copy of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately at the number above and return the original facsimile to the above address via U.S. Postal Service. We will reimburse you for postage. Thank you.

FROM : MAURICE GRAHAM P.A.
Sep 30 01 12:18p

PHONE NO. : 9544913737

Oct. 11 2001 09:50AM P2

P. 1

FROM : MAURICE GRAHAM P.A.
9/27/01 15:38

PHONE NO. : 9544913737

Oct. 09 2001 10:55AM P1

BELLSOUTH + 19544912543

NO. 662 0002
P. 02

SEP 27 01 14:16

COMMISSIONERS:
F. LARRY JACOBS, JR., CHAIRMAN
J. THOMY CLAYTON
LISA A. JAMES
BRANDY L. BENT
MICHAEL A. PALECKI

STATE OF FLORIDA



DIVISION OF CONSUMER AFFAIRS
FRYVILLE DIMMICK
DAVYTTM
(800) 613-6100
TOLL FREE 1-800-342-3552

Public Service Commission

ORIGINAL

SETTLEMENT AGREEMENT

Customer: Mr. Lorenzo Brown

FPSC Request Number: 3021367

By signing the following statement, the parties agree that a satisfactory resolution of the complaint has been reached and understand that the settlement is binding on both parties and that the parties waive any right to further review or action by the Commission.

Regarding account 954-485-2055, BellSouth has issued the appropriate credits to the account.

In addition, BellSouth has agreed not to charge you Business Rates on your residential account 954-485-2055.

Lorenzo Brown
Maurice Graham
Maurice Graham, Esquire
Representing Mr. Lorenzo Brown
Customer or Customer's Representative

Date September 27, 2001

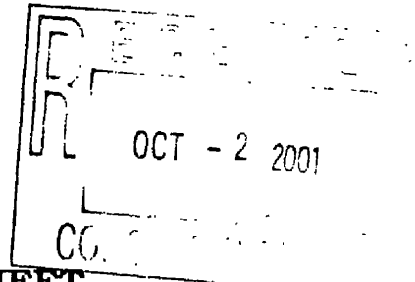
[Signature]
Company BellSouth Telecommunications

Date September 27, 2001

**LAW OFFICES OF
MAURICE GRAHAM, ESQ.**

339 E. Prospect Road
Oakland Park, FL 33334
Phone: (954) 491-3737
Fax: (954) 491-2545

ORIGINAL



FACSIMILE TRANSMISSION SHEET

DATE: 10-2-01 TIME: 9:45

TOTAL PAGES: 2 (including cover sheet)

TO: PSC

COMPANY NAME: _____

FAX NO: 800-511-0809

RE: Settlement agreement - Lorenzo Brown

FROM: Maurice Graham, Esq.

COMMENTS:

IF YOU DO NOT RECEIVE ALL COPIES PLEASE CONTACT THIS OFFICE
IMMEDIATELY.

The information contained in this transmission is privileged and confidential. It is intended only for the individual or entity named above. If you are not the intended recipient, you are hereby notified that dissemination, distribution, or copy of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately at the number above and return the original facsimile to the above address via U.S. Postal Service. We will reimburse you for postage. Thank you.

Sep-27-01 14:16

STATE OF FLORIDA

COMMISSIONERS:
E. LEON JACOBS, JR., CHAIRMAN
I. TERRY DEASON
LILA A. JAMIR
BRAULIO L. BAIZ
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS
BEVERLY DE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission
SETTLEMENT AGREEMENT

ORIGINAL

Customer: Mr. Lorenzo Brown

FPSC Request Number: 307124T

By signing the following statement, the parties agree that a satisfactory resolution of the complaint has been reached and understand that the settlement is binding on both parties and that the parties waive any right to further review or action by the Commission.

Regarding account 954-485-2055, BellSouth has issued the appropriate credits to the account.

In addition, BellSouth has agreed not to charge you Business Rates on your residential account 954-485-2055.

Maurice Graham
Maurice Graham, Esquire
Representing Mr. Lorenzo Brown
Customer or Customer's Representative

Date September 27, 2001

[Signature]
Company BellSouth Telecommunications

Date September 27, 2001

STATE OF FLORIDA

COMMISSIONERS:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

August 20, 2001

CERTIFIED AND REGULAR MAIL

Mr. Lorenzar Brown
P.O. Box 190147
Ft. Lauderdale, FL 33319

RE: INFORMAL CONFERENCE

Dear Mr. Brown:

Thank you for contacting the Florida Public Service Commission (PSC) about BellSouth Telecommunications, Inc. (BellSouth).

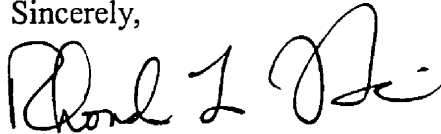
You and BellSouth agreed to have the telephone informal conference on September 27, 2001, at 10 a.m. You also confirmed your contact telephone number for the conference is 954-491-3737.

We wish to emphasize that this process is informal and that the PSC's staff will only act as a mediator of the parties' discussion. We hope that during the informal conference, both sides reach a fair settlement. If settlement occurs, the parties avoid expenses and time of litigation before the agency. We have provided the company with a Settlement Agreement Form. We have also attached a copy of the Florida Administrative Code Rule 25-22.032, Customer Complaints, for your review.

Mr. Lorenzar Brown
Page 2
August 20, 2001

We hope this information is helpful. If you have any questions, please contact Ms. Shirley Stokes at our toll-free telephone number 1-800-342-3552 or at her direct line 1-850-413-6125.

Sincerely,

A handwritten signature in black ink, appearing to read "Rhonda L. Hicks". The signature is fluid and cursive, with the first name "Rhonda" being the most prominent.

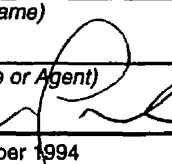
Rhonda L. Hicks, Chief
Bureau of Consumer Information

Enclosures

c: BellSouth Telecommunications, Inc.
PSC's Legal Division (Christensen)
PSC's Competitive Service Division (Trubelhorn)

Maurice Graham, Esquire (Mr. Brown's Attorney)
331 East Prospect Road
Oakland, FL 33334


Is your RETURN ADDRESS completed on the reverse side?

SENDER: ■ Complete items 1 and/or 2 for additional services. ■ Complete items 3, 4a, and 4b. ■ Print your name and address on the reverse of this form so that we can return this card to you. ■ Attach this form to the front of the mailpiece, or on the back if space does not permit. ■ Write "Return Receipt Requested" on the mailpiece below the article number. ■ The Return Receipt will show to whom the article was delivered and the date delivered.		I also wish to receive the following services (for an extra fee): 1. <input type="checkbox"/> Addressee's Address 2. <input type="checkbox"/> Restricted Delivery Consult postmaster for fee.	
3. Article Addressed to: Mr. Maurice Graham, Esq. Mr. Brown's Attorney 331 East Prospect Road Oakland, FL 33334		4a. ZIP Code: 33334 4b. Service Type: <input type="checkbox"/> Registered <input checked="" type="checkbox"/> Certified <input type="checkbox"/> Express Mail <input type="checkbox"/> Insured <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> COD	
5. Received By: (Print Name)		7. Date of Delivery: 8/24	
6. Signature: (Addressee or Agent) X 		8. Addressee's Address (Only if requested and fee is paid)	

PS Form 3811, December 1994 Domestic Return Receipt

Thank you for using Registered Mail Service.

Is your RETURN ADDRESS completed on the reverse side?

SENDER: ■ Complete items 1 and/or 2 for additional services. ■ Complete items 3, 4a, and 4b. ■ Print your name and address on the reverse of this form so that we can return this card to you. ■ Attach this form to the front of the mailpiece, or on the back if space does not permit. ■ Write "Return Receipt Requested" on the mailpiece below the article number. ■ The Return Receipt will show to whom the article was delivered and the date delivered.		I also wish to receive the following services (for an extra fee): 1. <input type="checkbox"/> Addressee's Address 2. <input type="checkbox"/> Restricted Delivery Consult postmaster for fee.	
3. Article Addressed to: Bell South Tele, Inc. Mr. John Merlino, Mngr. The Museum Tower 150 W. Flagler St. Rm 1815 Miami, FL 33130		4a. ZIP Code: 33130 4b. Service Type: <input type="checkbox"/> Registered <input checked="" type="checkbox"/> Certified <input type="checkbox"/> Express Mail <input type="checkbox"/> Insured <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> COD	
5. Received By: (Print Name)		7. Date of Delivery: 8/24/01	
6. Signature: (Addressee or Agent) X 		8. Addressee's Address (Only if requested and fee is paid)	

PS Form 3811, December 1994 Domestic Return Receipt

Thank you for using Registered Mail Service.

Is your RETURN ADDRESS completed on the reverse side?

SENDER: ■ Complete items 1 and/or 2 for additional services. ■ Complete items 3, 4a, and 4b. ■ Print your name and address on the reverse of this form so that we can return this card to you. ■ Attach this form to the front of the mailpiece, or on the back if space does not permit. ■ Write "Return Receipt Requested" on the mailpiece below the article number. ■ The Return Receipt will show to whom the article was delivered and the date delivered.		I also wish to receive the following services (for an extra fee): 1. <input type="checkbox"/> Addressee's Address 2. <input checked="" type="checkbox"/> Restricted Delivery Consult postmaster for fee.	
3. Article Addressed to: Mr. Lorenzar Brown P.O. Box 190147 Ft. Lauderdale, FL 33319		4a. Article Number 7600 1470 0012 41616750	
		4b. Service Type <input type="checkbox"/> Registered <input checked="" type="checkbox"/> Certified <input type="checkbox"/> Express Mail <input type="checkbox"/> Insured <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> COD	
		7. Date of Delivery 8-24-01	
5. Received By: (Print Name) Lorenza Brown		8. Addressee's Address (Only if requested and fee is paid)	
6. Signature: (Addressee or Agent) <input checked="" type="checkbox"/> Lorenza Brown			

Thank you for using Return Receipt Service.