



Public Service Commission

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

DATE: DECEMBER 3, 2001
TO: DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES (BAYÓ)
FROM: DIVISION OF COMPETITIVE SERVICES (ILERI, CASEY)
RE: DOCKET NO. 011077-TP - GENERIC INVESTIGATION INTO WHETHER COMPETITIVE PRACTICES OF INCUMBENT AND ALTERNATIVE LOCAL EXCHANGE CARRIERS COMPLY WITH SECTION 364.01(4)(G), F.S.

Please place the attached Memorandum from Ms. Bev Demello regarding Case No. 389997T in the above referenced docket.

If you have any questions, please let us know.

cc: Division of Competitive Services (Bulecza-Banks, D. Fordham)
Division of Legal Services (F. Banks)

APP _____
 CTF _____
 CMP _____
 COM _____
 CTR _____
 ECR _____
 LEG _____
 OPC _____
 PAI _____
 REC _____
 SEC I
 SER _____
 OTH _____

DOCUMENT NUMBER-DATE

15136 DEC-4 01


FPSC-COMMISSION CLERK



Public Service Commission

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

FILE COPY

DATE: November 26, 2001
TO: WALTER D'HAESELEER, DIRECTOR, COMPETITIVE SERVICES
FROM: BEV DEMELLO, DIRECTOR, DIVISION OF CONSUMER AFFAIRS 
RE: CASE NO. 389997T - MS. DEBBIE BRUNO

Division: Competitive Services

Subject: BellSouth Telecommunications - (BellSouth).

Reason: CAF spoke with Ms. Debbie Bruno regarding a complaint she filed against BellSouth (389997) incorrect calling zone information on page 13 of BellSouth's Orlando telephone directory. It appears BellSouth acknowledged that several calling routes should have been listed as "non-competitive," and issued a credit to Ms. Bruno.

Ms. Bruno's additional concern is that she has received her new 2002 telephone directory, and the error has not been corrected. She also indicated that the long distance companies are representing that they can carry the calls over these routes which leads to more confusion.

Though CAF has addressed Ms. Bruno's concerns, she has requested that the PSC further investigate BellSouth's practice.

NOTE: THIS IS NOT A CASE REASSIGNMENT. This file is a copy of the original file associated with this matter.

Request No. 389997T

Name BRUNO , JOSEPH MR.

Business Name

Consumer Information

Name: JOSEPH A BRUNO

Business Name:

Svc Address: 1781 NESTLEWOOD TRAIL

County: Orange Phone: (407)-858-5695

City/Zip: Orlando / 32837-

Account Number:

Caller's Name: DEBBIE BRUNO

Mailing Address: 1781 NESTLEWOOD TRAIL

City/Zip: ORLANDO ,FL 32837-

Can Be Reached: (407)-858-5695

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. John Merlino389997T

Response Needed From Company? Y

Date Due: 07/31/2001

Fax: R

Interim Report Received: 07/20/2001

Reply Received: 08/02/2001

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: MWATSONL

Date: 07/10/2001

Time: 15:52

Via: PHONE

Prelim Type: OTHER

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 10/30/2001

Closeout Type: GI-99

Apparent Rule Violation: N

Orlando Calling Zone reference map in the phone book (pg13) states that the zone includes calls to Sanford and Kissimmee and Saint Cloud customer states she's charged in error according to her telephone directory map. Customer has contacted company and is receiving credit for her toll calls for the past year. Customer states that she was told these areas were "noncompete" and that's why she was charged. There is no way of knowing whether the call will incur a toll charge or not. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report by the due date.

Case taken by Michelle Watson-Livingston

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

07/20/2001 Interim Report received via email. Another report will be provided by August 7, 2001. AHashisho

Request No. 389997T

Name BRUNO , JOSEPH MR.

Business Name

08/02/2001 Report received via email. AHashisho

8/2/2001: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT Our investigation reveals that upon receipt of a PSC Warm transfer on

6/21/01, Jeannette Resendiz, Customer Service Specialist contacted Mrs. Bruno to acknowledge her concerns. Mrs. Bruno stated that since the implementation of the 10-digit dialing, customers including herself are confused with the dialing pattern. She is unable to determine when a call is a no charge local call and when it is a \$.25 toll call. She felt, if when she calls Sanford a recording would prompt her to dial a '1' then she would know she would be charged. She also stated that her local toll carrier was MCI and had been verified by repair. Ms. Resendiz briefly explained the non-competitive calling routes and offered to investigate her concerns further. Ms. Resendiz advised her that she would be consulting with the expert in this matter and contact her back on 6/25/01. On

On 6/25/01, Ms. Resendiz advised Mrs. Bruno that the calling route from Orlando to Sanford was established in 1992 as a seven-digit dialing and was a non-competitive route. This means that it is not opened to the competition. The calls on this route are billed by the local service provider regardless of the customer's preferred carrier. The Florida Public Service Commission approves these route arrangements. Mrs. Bruno stated that she accepted the explanation, although she did not agree and would pursue it further.

Mrs. Bruno contacted Ms. Resendiz again stating she had read page 13 in the telephone book, which explained the Orlando calling zone and felt that Ms. Resendiz had not given her the correct information. Ms. Resendiz advised Mrs. Bruno that she did not have a copy of the Orlando directory, but would request a copy of that page and research it further. Ms. Resendiz offered to contact her with additional information once she received the Orlando directories.

Ms. Resendiz left Mrs. Bruno a voice message on 6/28/01 & 6/29/01 to contact her to further address her concerns.

On 7/9/01 Ms. Resendiz spoke to Mrs. Bruno and explained again the non-competitive route and that the directories were not only for BellSouth

Request No. 389997T Name BRUNO ,JOSEPH MR. Business Name

but also included other local exchange carriers and cannot list information on all companies dialing patterns. Ms Resendiz advised her to refer to page 11 on the directory regarding calls billed by BellSouth regardless of customer's local carrier preference.

After receiving the PSC Appeal on 7/11/01, Ms. Cathie Burnett, Customer Service Specialist, left a message for Mrs. Bruno. Mrs. Bruno returned her call and advised that she wanted the \$.25 calls to Sanford billed by her long distance carrier adjusted. Ms. Burnette agreed to check with the BellSouth Subject Matter Expert.

On 07/24/01, Ms. Burpette contacted Mrs. Bruno and explained that the information that had been furnished to her was correct. Mrs. Bruno again was not satisfied with this explanation and then requested to speak with Ms. Susan Kenney , supervisor. Ms. Kenny apologized to Mrs. Bruno for the incorrect information in the telephone directory and explained that the information that had been provided to her is correct and that she would put in a recommendation for future BellSouth directories to consider printing this information.

10/30/2001: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

11/20/2001 - I left a message @ 2:15 p.m. for Mrs. Bruno to call me regarding the status of her complaint.pjohnson

11/30/2001 Case COPY forwarded to the Division of Competitive Services to review customer's additional concern. P.Lowery

Request No. 389997T Name BRUNO ,JOSEPH MR. Business Name _____

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

November 16, 2001

Mr. and Mrs. Joseph A. Bruno
1781 Nestlewood Trail
Orlando, FL 32837

RE: FPSC Inquiry #389997T

Dear Mr. and Mrs. Bruno:

This is a response to your communications with the Florida Public Service Commission (PSC) concerning BellSouth Telecommunications, Inc.

A review of the information developed in our investigation indicates that a company representative has been in touch with you and that the matter appears to be resolved.

If this is not the case, or if you have additional questions with which I can be of assistance, please contact me toll free at 1-800-342-3552, by toll free fax at 1-800-511-0809, or by e-mail at nsantiago@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink that reads "N. Santiago".

Noelia J. Santiago
Regulatory Specialist II
Division of Consumer Affairs

NJS:ewe

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Angie Hashisho

From: Shields, Patricia K [Patricia.Shields@bellsouth.com]
Sent: Thursday, August 02, 2001 12:28 PM
To: PSC REPLY (E-mail)
Subject: Cats No. 389997T-Joseph Bruno

August 2, 2001

From: Pat Shields
BellSouth

Re: Joseph Bruno
Orlando, FL

Cats. No. 389997T

This is in final reference to an interim report date 07/10/2001.

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Angie Hashisho

From: BellSouth@bridge.bellsouth.com
Sent: Friday, July 20, 2001 2:19 PM
To: pscreply@psc.state.fl.us
Subject: Contact Number: 389997T

BellSouth
Public Service Commission
Feedback Report

Please deliver to: W. WATSON

Customer Name: JOSEPH A BRUNO
PSC Complaint #: 389997T
Date of Complaint: 07/10/2001

Resolution Details:
July 20, 2001

From: Pat Shields
BellSouth

Re: Joseph A. Bruno
Orlando, FL

Case No. 389997T

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A further response will be provided by 8-7.

Message From: SHIELDS, PAT (PKS)
Date Sent: 07/20/2001