

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reports (RAR) Completes

Docket No. 001753-TL Date Docketed: 12/05/2000 Title: Complaint of Ron Johnson on behalf of International Media Solution against Sprint-Florida, Incorporated for alleged improper billing.
 Company: Ron Johnson Sprint-Florida, Incorporated

Official Filing Date: _____ Expiration: _____
 Last Day to Suspend: _____

Referred to: _____ ADM AFA APP CAF CMP CMU EAG ECR GCL (LEG) PAI RAR RGO SER WAW
 ("()" indicates OPR) _____ X X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule

Program/Module A9

<u>Staff Assignments</u>	
OPR Staff	<u>P Christensen</u>
Staff Counsel	<u>P Christensen</u>
OCRs (CAF)	<u>S Stokes</u>
()	
()	
()	
()	

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level

	<u>Due Dates</u>	
	<u>Previous</u>	<u>Current</u>
1		
1. Staff Recommendation	01/04/2001	01/25/2001
2. Agenda	01/16/2001	02/06/2001
3. PAA Order	02/05/2001	02/26/2001
4. Revised CASR Due	03/06/2001	03/26/2001
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		
26.		
27.		
28.		
29.		
30.		
31.		
32.		
33.		
34.		
35.		
36.		
37.		
38.		
39.		
40.		

Recommended assignments for hearing and/or deciding this case:
 Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____
 Date filed with RAR: 01/04/2001
 Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JC	DS	JB	BZ	PL		
X							

- Prehearing Officer

Commissioners					ADM
JC	DS	JB	BZ	PL	
					X

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: [Signature]
 Date: Pending 1-15-01

Case Assignment and Scheduling Record

28

Section 1 - Division of Records and Report (RAR) Completes

Docket No. 001753-TL Date Docketed: 12/05/2000 Title: Complaint of Ron Johnson on behalf of International Media Solution against Sprint-Florida, Incorporated for alleged improper billing.
 Company: Ron Johnson Sprint-Florida, Incorporated

Official Filing Date: _____ Expiration: _____
 Last Day to Suspend: _____

Referred to: ADM AFA APP CAF CMP CMU EAG ECR GCL (LEG) PAI RAR RGO SER WAW
 ("() " indicates OPR) _____ X X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule

<u>Program/Module</u> A9	
	<u>Staff Assignments</u>
<u>OPR Staff</u>	<u>P Christensen</u>
_____	_____
_____	_____
<u>Staff Counsel</u>	<u>P Christensen</u>
<u>OCRs (CAF)</u>	<u>S Stokes</u>
_____	_____
()	_____
()	_____
()	_____
()	_____

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level

2

	<u>Due Dates</u>	
	Previous	Current
1. Staff Recommendation	01/25/2001	02/22/2001
2. Agenda	02/06/2001	03/06/2001
3. PAA Order	02/26/2001	03/26/2001
4. Revised CASR Due	03/26/2001	04/26/2001
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		
26.		
27.		
28.		
29.		
30.		
31.		
32.		
33.		
34.		
35.		
36.		
37.		
38.		
39.		
40.		

Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with RAR: 01/26/2001

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JC	DS	JB	BZ	PL		
X							

- Prehearing Officer

Commissioners					ADM
JC	DS	JB	BZ	PL	
					X

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: [Signature]
 Date: Pending 2/16/01 (SRR)

N

State of Florida



Public Service Commission

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

RECEIVED-FC
01 FEB 12 PM 4:04
RECORDS AND
REPORTING

DATE: February 12, 2001
TO: Division of Records and Reporting (Bayo)
FROM: Division of Legal Services (Christensen) *W*
RE: Docket No. 001753-TL - Complaint of Ron Johnson on behalf of International Media Solution against Sprint-Florida, Incorporated for alleged improper billing.

Please file the attached items in the correspondence section of the above-referenced docket file:

Letter to Tarrah Gordon from Jeff Haynes of Sprint, dated July 10, 2000

Letter to Ron Johnson from Bev Demello dated July 12, 200.

PSC/CAF Form X of Ronald Johnson filed on August 25, 2000

Also, please enter each item in CMS as it appears above, rather than using any generic terms.

Thank you.

PAC/lw

cc: Division of Consumer Affairs (Stokes)
Office of Commissioner Jaber (Chase)

DOCUMENT NO.
16611-01



FLORIDA PUBLIC SERVICE COMMISSION INFORMAL CONFERENCE REQUEST FORM

FPSC Compliant Number: 320277T

Customer's Name: International Media Solutions

Authorized Representative: Ronald E. Johnson

Address: 7523 Aloma Avenue, Suite 208, Winter Park, Florida 32792

Telephone Number: (Voice) 407-657-6030 (Fax) 407-657-7504

E-mail address (if any): ronald@rtcommunications.net

Please address the following statements using additional pages if necessary.

Please identify the issues to be resolved. International Media Solutions was billed installation Charges and one month of local service for a line that was not installed

Please describe the facts that are in dispute. See attached

Please identify the dollar amount in dispute. The amount in dispute is \$ 1,544.25.

Please provide a suggested resolution or the relief sought. The suggested resolution is that Sprint credit the customer (International Media Solutions) the full amount of \$1,544.25.

NOTICE: This form must be postmarked by 8/26/00 Failure to provide this information may result in denial of the informal conference request.

SPRINT
MEMORANDUM

ORIGINAL

DATE: July 10, 2000

TO: Tarrah Gordon

RE: International Media Solutions
435 Douglas Avenue, Ste. 2105
Altamonte Springs, FL 32714

(407)389-0001 (Central Area)

320277T

FINAL REPORT

On June 7, 2000, Ron Johnson contacted the FPSC on behalf of International Media Solutions regarding a billing problem and related the following:

- International Media Solutions was billed installation charges and one month of local service for a line that was not installed.
- His attempts to resolve the problem have been unsuccessful.

Sprint-Florida's records reflect the following:

On February 15, 2000, Mr. Johnson contacted the Company on behalf of International Media Solutions and requested 16 lines to be installed on February 17. The representative issued the service order as requested.

On February 17, the service for all lines was installed as requested.

On February 18, the Company received a faxed letter from Mr. Johnson requesting the lines to be disconnected, as the service was no longer needed. The due for the disconnection of service was February 24. The representative placed a billing effective date so that the customer would not be billed for service past the date he requested the disconnection.

- The February 19 bill totaling \$1,544.25 included current local charges, prorated charges for service established and service connection charges.
- On February 24, the service was disconnected as requested.
- The March 19 bill totaling \$1,537.90 included prorated credits for local service discontinued, a minimum billing charge of \$673.12, a past due balance of \$1,544.25, and a \$23.17 late payment charge.
- On April 3, Mr. Johnson filed a complaint with the Company on behalf of International Media Solutions, stating the service order to install the 16 lines was not cancelled as requested. He stated he was involved in a three-way conversation with a Sprint-Florida representative and a Sprint-Florida service technician in which he requested the service order to be cancelled. Michelle Truenow, Service Recovery Analyst, contacted both the representative and the technician, and it was determined there was no such three-way conversation as Mr. Johnson claimed. During her discussion with the technician, she was advised that the technician installed and tagged the 16 lines to the demarcation point. When he arrived to install the lines at the demarcation point, Mr. Johnson's business card was taped on the demarcation point with instructions for the technician to contact him after the lines were installed. The technician contacted Mr. Johnson, who expressed satisfaction that the lines were now installed. The technician stated this was the only telephone conversation he had with Mr. Johnson. Additionally, it was determined Mr. Johnson never requested the service order to be cancelled. The only notification Sprint-Florida received to discontinue the service was a faxed letter, which was received on February 18 at 12:43 pm. This was the day after the service was installed.
- On May 12, Mrs. Truenow contacted Yolanda Velazquez, owner of International Media Solutions, and advised her that no credit would be issued to the account, as Sprint-Florida installed and disconnected the lines as requested by Mr. Johnson, her vendor. She also advised Ms. Velazquez to pursue compensation from Mr. Johnson, as he specifically requested the lines to be installed.
- On May 15, Mrs. Truenow attempted to contact Mr. Johnson; however, it was necessary to leave a message requesting a return call.
- On May 26, Mrs. Truenow spoke with Mr. Johnson to advise him no credit would be issued. Mr. Johnson stated Ms. Velazquez has decided to pursue legal action against Sprint-Florida; therefore, he would no longer discuss the matter with Mrs. Truenow.

Tarrah Gordon
RE: International Media Solutions
320277 – Final Report

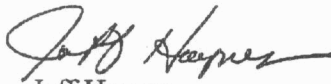
July 10, 2000

Page 3

Upon receipt of the inquiry on June 8, Pennie Aleshire, Departmental Assistant, contacted Mr. Johnson and acknowledged receipt of the inquiry.

Sprint-Florida's General Exchange Tariff supports the disputed charges billed to International Media Solutions. However, given the fact the service in question was not used by the customer to originate or receive calls after the 16 lines were activated on February 17 and that Mr. Johnson submitted a written request to Sprint-Florida to disconnect the access lines, Sprint-Florida is willing to compromise by waiving the minimum one-month billing charges totaling \$952.90. In accordance with Sprint-Florida's General Exchange Tariff, Section A5, Original Sheet 19, B, 9, a 4, the customer will continue to be responsible for the "unrecoverable costs" associated with service order issuance and access line activation (including the technician's premise visit), which total \$585. The \$585 charge consists of on service order charge at \$25 per order and 16 line activation fees at \$35 each. As Mr. Johnson indicated to Mrs. Truenow, he has sought legal action against Sprint-Florida. With that information, no contact was made with Mr. Johnson; however, a copy of this report was provided to Mr. Johnson.

With this information, I trust Mr. Johnson's inquiry may be considered closed.



Jeff Haynes
Service Recovery Analyst

cc: Ron Johnson

Commissioners:
J. TERRY DEASON, CHAIRMAN
SUSAN F. CLARK
E. LEON JACOBS, JR.
LILA A. JABER



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

ORIGINAL

Public Service Commission

July 12, 2000

Mr. Ronald E. Johnson
R. T. Communications, Inc.
P. O. Box 2222
Goldenrod, FL 32733-2222

Re: Final Report
FPSC Inquiry #320277T - International Media Solutions

Dear Mr. Johnson:

Thank you for contacting the Florida Public Service Commission (PSC) about Sprint-Florida, Inc. (Sprint). This is the final report of our investigation into your complaint. We appreciate the opportunity to help you.

After reviewing the complaint you filed on behalf of International Media Solutions, we notified Sprint about your concerns. Sprint completed the installation of lines on February 17, 2000. Our investigation shows that Sprint did not receive your request to cancel your order until February 18, 2000. Sprint disconnected the lines on February 24, 2000, as you requested in your fax.

Because Sprint did the installation, as you requested, the charges are valid. It appears that your customer, International Media Solutions, was properly billed. Sprint is sustaining all the charges. However, as a courtesy to the customer, Sprint is willing to waive one month's minimum fee. This is a credit of \$952.90. Your client would still be responsible for the remainder of the bill, \$585.00. Because you notified Sprint that you are proceeding with legal action, it will be necessary for your counsel to contact Sprint's Legal Department with your decision about the company's offer.

Based on the information provided by you and Sprint, it does not appear that the company has violated any of our rules or its tariff in the handling of your account. We wish that every complaint filed with the Commission could be resolved to the complete satisfaction of the customer, but that is not always possible. Please understand that our inability to be of further assistance to you stems from the limitation of our rules and the company's tariffs and not from a lack of concern on our part.

Mr. Ronald E. Johnson

Page 2

July 12, 2000

If you have any questions, please contact Ms. Kate Smith at 1-800-342-3552, by toll-free fax at 1-800-511-0809, or by E-mail at ksmith@psc.state.fl.us.

Sincerely,



Beverlee S. DeMello, Director
Division of Consumer Affairs

BSD:kes

c: Sprint-Florida, Inc.

ORIGINAL

RAR Official Filing:

3/8/01***2:50 PM*****Matilda Sanders*****1**

Matilda Sanders

6546-FOF

From: Lysa White
Sent: Thursday, March 08, 2001 2:48 PM
To: RAR - Orders-Notices
Cc: Della Fordham
Subject: order in DN 001753-tl

8 pgs.

The order saved in WP9 as i:\001753or.pac has been filed electronically with Records.

1A
2m