

Case Assignment and Scheduling Record

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

Docket No. 010089-TP Date Docketed: 01/23/2001 Title: Complaint of Charlene Hoag against Verizon Florida Inc. and Sprint Communications Company, Limited Partnership d/b/a Sprint for alleged improper billing.
 Company: Charlene Hoag
Sprint Communications Company, Limited Partnership
Verizon Florida Inc.

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

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

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

Program/Module A9

**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**

Staff Assignments

OPR Staff _____

Staff Counsel _____

OCRs () _____

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Due Dates

Previous Current

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Recommended assignments for hearing and/or deciding this case:

Full Commission _____ Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with RAR: _____

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		

- Prehearing Officer

Commissioners					ADM
JC	DS	JB	BZ	PL	

DOCUMENT NO.
16723-01

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: _____
 Date: ___ / ___ / ___

Case Assignment and Scheduling Record

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

Docket No. 010089-TP Date Docketed: 01/23/2001 Title: Complaint of Charlene Hoag against Verizon Florida Inc. and Sprint Communications Company, Limited Partnership d/b/a Sprint for alleged improper billing.
 Company: Charlene Hoag
 Sprint Communications Company, Limited Partnership
 Verizon Florida Inc.

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

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

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

Time Schedule

Program/Module A9

Staff Assignments

OPR Staff J Fudge

Staff Counsel J Fudge

OCRs (RGO) T McCoy

(CAF) S Stokes

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**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

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1. Staff Recommendation 2. Agenda 3. Standard Order 4. Close Docket or Revise CASR 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.	<u>Due Dates</u>	
	Previous	Current
NONE		02/08/2001
NONE		02/20/2001
NONE		03/12/2001
NONE		04/12/2001

Recommended assignments for hearing and/or deciding this case:
 Full Commission 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: 
 Date: 1/26/01

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Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing vices Completes

Docket No. 010089-TP Date Docketed: 01/23/2001 Title: Complaint of Charlene Hoag against Verizon Florida Inc. and Sprint Communications Company. Limited Partnership d/b/a Sprint for alleged improper billing.
 Company: Charlene Hoag
 Sprint Communications Company. Limited Partnership
 Verizon Florida Inc.

Official Filing Date:
 Last Day to Suspend: Expiration:

Referred to: APP CAF CCA CMP ECR GCL (LEG) PAI RGO SER
 ("()") indicates OPR X X X

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

Program/Module A9

Staff Assignments

<u>OPR Staff</u>	<u>J Fudge</u>	_____
_____		_____
_____		_____
<u>Staff Counsel</u>	<u>J Fudge</u>	_____
<u>OCRs (RGO)</u>	<u>T McCoy</u>	_____
_____		_____
(CAF)	<u>S Stokes</u>	_____
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**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	NONE	09/20/2001
2. Agenda	NONE	10/02/2001
3. Standard Order	10/08/2001	10/22/2001
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Recommended assignments for hearing and/or deciding this case:
 Full Commission X Commission Panel
 Hearing Examiner Staff
 Date filed with CCA: 09/20/2001
 Initials: OPR
 Staff Counsel

Section 3 - Chairman Completes

Assignments are as follows:

Deferred from 9/18/01 agenda

- 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:
 Date: 09/20/2001

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RECEIVED - PSC

01 FEB -1 PM 12:13

01 FEB -1 PM 01:34

RECORDS AND REPORTING
Michelle A. Robinson
Regulatory Affairs
Assistant Vice President



Verizon Florida Inc.

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

January 31, 2001

Ms. Nonnye Grant
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms. Grant:

Subject: Update Company Codes TL710 and TF859 Contact Information

Pursuant to your telephone conversation with Linda Rossy of my staff, please find attached the Change of Information on Regulated Utility form for Verizon's company codes TL710 (certificate number 31) and TF859 (certificate number 4962). The purpose of this filing is to change the contact name from Beverly Menard to Michelle Robinson for both company codes and add David Christian as a contact name for company code TF859.

Verizon currently receives the Agenda, Report of New Dockets, Weekly Summary of Orders, and Notices of Hearings, Workshops and Rulemaking addressed to Ms. Menard. Please change the addressee to Ms. Robinson on these as well.

Additionally, the list of current dockets for Verizon shown on the Commission's website (960847-TP, 960980-TP, 960986-TP, 990321-TP, 991376-TL, 000604-TL, 001332-TL, 001715-TP, 001718-TP, 001745-TP, 001767-TP, 001769-TP, 010046-TP, 010047-TP, 010073-TP, 010074-TP, 010089-TP, and 010102-TP) should be changed to reflect as the party of record:

*2-1-01
Copy to RAR/Wang*

Closed

Ms. Michelle Robinson
% Mr. David Christian
106 East College Avenue
Suite 810
Tallahassee, FL 32301-7704

Done 2/01/01

DOCUMENT NO.
16723-01

Ms. Nonnye Grant
January 31, 2001
Page 2

I appreciate your assistance in this matter. If you require additional information, please contact Linda at (813) 483-2525.

Sincerely,

A handwritten signature in black ink, appearing to read 'MAR', followed by a long horizontal flourish.

Michelle A. Robinson

MAR:lh
Attachments

010089

FLORIDA PUBLIC SERVICE
COMMISSION

Kay Flynn

Chief - Bureau of Records
Division of Records and Reporting
2540 Shumard Oak Blvd. ♦ Tallahassee FL 32399-0870
(850) 413-6744
kflynn@psc.state.fl.us

3/2/01

Bev -

Charlie Beck forwarded
this new complaint letter
from Charlotte Hoag to RAR
but I believe it should
be handled by CAF.

Kay



JACK SHREVE
PUBLIC COUNSEL

STATE OF FLORIDA
OFFICE OF THE PUBLIC COUNSEL

c/o The Florida Legislature
111 West Madison St.
Room 812
Tallahassee, Florida 32399-1400
850-488-9330

RECEIVED FPSC
01 MAR -2 PM 3:43
RECORDS AND
REPORTING

March 2, 2001

Blanca S. Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Ms. Bayo:

Ms. Charlene Hoag has requested that we forward the enclosed letter to your office. Thank you for your prompt attention and response to this matter.

Sincerely,

Charles J. Beck
Deputy Public Counsel

CJB:bsr

2/22/01

Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl.

Charlene Hoag
3145 Crenshaw Ct.
New Port Richey, Fl.
34655
727-372-0048

Ms. Demello,
I wish to register another complaint against GTE
(Verizon) & Sprint. They continue to bill me for calls
that I have not made. Attached is a list of these incorrect
charges covering a period from 5/2000 to 1/25/01. According
to my records during this period only, Verizon owes me a credit
of \$29.81 and Sprint owes me a credit of \$19.61.

Sincerely,
Charlene Hoag

GTE		
5/9/00	727-787-8991	.25
5/24/00	727-595-7314	.25
7/29/00	813-546-3791	.11
7/25/00	#9	1.78
6/1/00	727-461-2555	.25
9/1/00	727-787-8991	.25
21/1/00	727-892-2209	.19
23/1/00	#14	1.89
3/1/00	727-825-3448	.19
25/1/00	#6	1.95
15/1/00	#11	.25
24/1/00	727-787-8991	.25
7/1/00	727-787-4137	.25
7/1/00	727-787-4137	.25
26/1/00	#8	.36
25/1/00	#9	.25
1/1/00	727-322-8604	.09
1/1/00	727-343-2077	.05
6/1/00	727-343-2077	.01
23/1/00	#9	2.14
25/1/00	#13	.36
25/1/00	#14	.25
123/1/00	#4	1.95
126/1/00	727-733-4662	.25
112/1/00	727-461-4600	.25
117/1/00	727-595-3336	.25
121/1/00	727-733-4662	.25
122/1/00	727- 461 -733-4662	.25
122/1/00	727-733-4662	.25
7/12/1/00	813-974-8658	.19
9/25/1/00	#9	2.20
9/25/1/00	#13	.36
123/1/00	#14	.32
29/1/00	813-949-0505	.25
11/1/00	727-724-5375	.25
1/2/1/00	727-733-4662	.25
15/1/00	813-996-2599	.25
116/1/00	813-920-5317	.25
119/1/00	813-996-5575	.25
120/1/00	813-996-5575	.25
126/1/00	941-485-5095	.11
1/1/00	813-225-2770	.19
1/1/00	813-871-3135	.19
25/1/00	#4	2.34
25/1/00	#9	.32

22.04
 7.87
 29.91 GTE
 credit
 due

SPRINT		
4/22/00	912-924-5179	.60
5/25/00	#12	1.50
5/17/00	205-324-7896	.50
5/31/00	912-924-5179	.25
6/25/00	#9	1.98
6/15/00	#1	.90
7/11/00	#3	1.50
7/13/00	#4	.75
9/31/00	404-266-6000	.50
8/25/00	#14	.48
9/15/00	#1	3.00
9/21/00	#2	.14
9/21/00	#3	.45
10/20/00	#3	1.65
10/26/00	#5	.90
11/4/00	#8	.70

15.60
 4.01
 19.61

\$19.61
 Sprint
 credit
 due

22.04

5.10

11/30/00	727-733-4662	23
12/13/00	813-986-5575	25
12/17/00	727-784-1135	25
12/5/00	813-626-5136	76
12/9/00	727-343-2077	55
12/25/00	#6	170
12/25/00	#11	32
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1/4/01	813-920-5317	25
1/11/01	727-461-0220	25
1/3/01	727-343-2077	81
1/25/01	#3	129
1/25/01	#9	69
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spina

12/8/00	50-488-9330	25
1/20/01	904-261-9039	25
1/20/01	904-261-9039	25
12/22/00	#5	38
12/27/00	#7	38
12/29/00	#9	90
1/2/01	#10	10
1/25/01	#14	50
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		4.01

RAR Official Filing:

3/6/01***1:21 PM*****Matilda Sanders*****1**

Matilda Sanders

0521 - FOF

From: Lysa White
Sent: Tuesday, March 06, 2001 1:16 PM
To: RAR - Orders-Notices
Cc: Della Fordham
Subject: order in dn 01089-tp

The order saved in WP9 as i:\010089or.jkf has been filed electronically with Records.

S

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CCA Official Filing:

10/4/01*****12:40 PM*****Matilda Sanders*****1

Matilda Sanders

1977-For

From: Lysa White
Sent: Thursday, October 04, 2001 12:36 PM
To: CCA - Orders / Notices; Della Fordham
Subject: Order / Notice Submitted

7

Date and Time: 10/4/01 12:35:00 PM
Docket Number: 010089-TP
Filename / Path: i:\010089or.jkf

The above Order Denying Motion for Reconsideration has been efiled.

2111