

State of Florida



Public Service Commission  
-M-E-M-O-R-A-N-D-U-M-

---

**DATE:** April 26, 2002  
**TO:** Blanca Bayo, Commission Clerk and Administrative Service Director  
**FROM:** Bob Casey, Regulatory Analyst Supervisor, Competitive Markets and Enforcement Division *pk*  
**RE:** Docket No. 011077-TP, Generic Investigation into whether competitive practices of Incumbent Local Exchange Companies comply with Section 364(4)(g), Florida Statutes

---

Please place a copy of the attached April 10, 2002 memo from BellSouth Telecommunications, Inc in the above official docket file. Thank you.

- AUS \_\_\_\_\_
- CAF \_\_\_\_\_
- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
- GCL \_\_\_\_\_
- OPC \_\_\_\_\_
- MMS \_\_\_\_\_
- SEC
- OTH \_\_\_\_\_

DOCUMENT NUMBER DATE  
04665 APR 29 2002  
FPSC-COMMISSION CLERK

BellSouth Telecommunications, Inc.  
Suite 400  
150 South Monroe Street  
Tallahassee, FL 32301-1556

marshall.criser@bellsouth.com

2002 APR 11 PM 4:36  
DIVISION OF  
COMPETITIVE SERVICES

Marshall M. Criser III  
Vice President  
Regulatory & External Affairs

850 224 7798  
Fax 850 224 5073

**DATE:** April 10, 2002

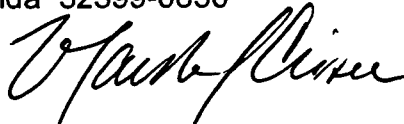
**MEMO TO:**

Walter D'Haeseleer, Director  
Competitive Markets & Enforcement

Richard Tudor, Director  
Office of Public Information

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

**FROM:** Marshall Criser



**SUBJECT:** Minimum waiting period for sales contacts

---

I am writing to advise you that BellSouth has recently implemented a region wide minimum 10 calendar days waiting period for sales contacts made to any customer who has placed an order to disconnect his/her retail local service from BellSouth. This waiting period will be effective on the date the disconnect order completes and the customer is no longer billed as a retail BellSouth customer. When an end user has placed an order to disconnect his/her BellSouth local service, BellSouth will not attempt to contact this customer until 10 calendar days after the disconnect order has been completed. Our sales personnel are being advised and trained on the appropriate application of the waiting period.

As you know, marketing issues are part of the original Competitive Issues Forum (Collaborative) agenda and have yet to be discussed in detail. We believe any such contact standards are best applied voluntarily and reciprocally. However, we believe it is also important to manage our business in a manner that best serves our wholesale and retail customers. We are therefore implementing this policy.

If you have any questions, please feel free to contact me.