



Public Service Commission

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

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**DATE:** August 19, 2002  
**TO:** Blanca Bayo, Director, Division of Commission Clerk and Administrative Services  
**FROM:** Angela Fondo, Competitive Markets and Enforcement  
**RE:** Document to be added to Docket No. 020724

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Please add the following correspondence to file for Docket No. 020724-TI.

cc: Linda Dodson, General Counsel  
Wayne Knight, General Counsel  
David Draper, Division of Economic Regulation

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FPSC-COMMISSION CLERK

**LAW OFFICES OF THOMAS K. CROWE, P.C.**

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August 7, 2002

**BY TELECOPY AND U.S. MAIL**

Angela Fondo  
Regulatory Analyst  
Florida Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re: Optical Telephone Corporation; Docket No. 020724

Dear Ms. Fondo:

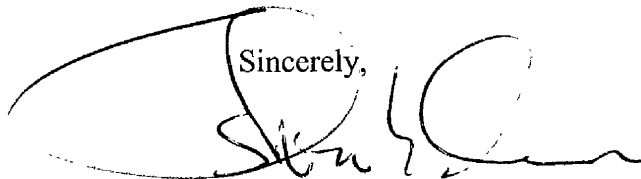
The following responds to your e-mail dated August 1, 2002, which requests the following information:

- Total number of customers overcharged: 13,179.
- Time period of overcharge: 8/31/01 – 6/3/02.
- Total minutes overcharged: 2,550,347.

Please note that the above represents the raw, pre-credit data associated with the overcharges. As time passes, and as customers bring the matter to Optical's attention, credits are issued to customers, which affects the above totals on a daily, ongoing basis.

If you have any questions regarding the foregoing information, please do not hesitate to contact me.

Sincerely,



Thomas K. Crowe

COMPETITIVE SERVICES  
2002 AUG 12 11:11:50

cc: Mark Frost