

REQUEST TO ESTABLISH DOCKET  
(PLEASE TYPE)

Date September 11, 2002

Docket No. 020976-TL

- 1. Division Name/Staff Name Office of General Counsel/Linda H. Dodson
- 2. OPR Linda H. Dodson
- 3. OCR CMP/Melinda Watts; CAF/Kate Smith

4. Suggested Docket Title Complaint of Phillip R. Brown against BellSouth Telecommunications, Inc. for billing dispute involving improper installation and static on line.

5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES OR ACRONYMS ONLY if a regulated company.
- B. Provide COMPLETE NAME AND ADDRESS for all others. (Match representatives to companies.)

1. Parties and their representatives (if any):

<u>Phillip R. Brown</u>	_____
<u>2886 Northeast 26th Place</u>	_____
<u>Fort Lauderdale, FL 33306</u>	_____
_____	_____
_____	_____
_____	_____

2. Interested persons and their representatives (if any):

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

6. Check one:
- Documentation is attached.
  - Documentation will be provided with recommendation.

Request No. 438467T

Name PHILLIP BROWN

Business Name

*162 C  
Patterson  
W.K.*

**Consumer Information**

Name: PHILLIP BROWN

Business Name:

Svc Address: 2886 NE 26TH PLACE

Phone: (954)-561-2108

Can Be Reached: ( ) - -

City/Zip: Fort Lauderdale / 33306-

Date Transferred to BCO: 06/11/2002

Date Received by BCO: 06/11/2002

Suspense Date: 07/05/2002

**Utility Information**

Company Code: TL720

Company: BELLSOUTH TELECOMMUNICATIONS,

Attn. John Merlino438467T

Sent to Agenda:

Conf. Agenda Date: / /

Form X Date Sent: 06/12/2002

Form X Date Due: 06/27/2002

Form X Received Late: N

**Florida Public Service  
Commission - Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
850-413-6100**

Mediation Settlement Deadline: / /

Mediation Analyst: JOHN PLESCOW

Pre. Conf. Sett. Amount: 0.00

Pre. Conf. Settlement:

Informal Conference Deadline: / /

Informal Conf. Sch.: Y Conference Analyst: KATE SMITH

Date of Informal Conference: 09/05/2002

Informal Conf. Sett. Amount: 0.00 Informal Conf. Settlement:

Informal Conf. Resolve: Conf. Closed Date: / /

Post Conf. Sett. Amount: 0.00

Post Conf. Settlement:

Please review the following notes in which the customer reports the following: Customer states that he has heavy static (three of his lines. He states that this is a continuous problem that the company only puts a temporary fix on.

Please investigate this issue, contact the customer and provide me with a detailed written report that addresses the issues, and confirms the customer has been contacted either by letter or phone.

PLEASE NOTE\*\* The information on this form is only a summary of the customer's concerns.

\*\*Inquiry taken by Kaullis Marshall\*\*

CAF FAX#: (850) 413-7168

CAF E-MAIL: pscreply@psc.state.fl.us

Request No. 438467T

Name PHILLIP BROWN

Business Name

03/04/2002 Interim Report received via email. Another report will be provided by April 9, 2002. AHashisho

3/18/02 Customer called to check on the status of the complaint. The customer states he is still having problems with the lines. The customer states the company did work without his permission, his neighbor signed a contract as well the builder for the work to be done. The customer doesn't think he should have to pay for services he did not authorize. Transferred to Victor. Shonna McCray

03-18-2002 The customer is reporting he is being billed for underground work that should have cost 25.00. He is also reporting his neighbor signed a contract that has to do with work on his property. He also states the company replaced the lines from the switch to his home. He is requesting credit from November through March 2002. He was transferred to Mr Marquez. She states a specialist is going to give him a call. VMcKay

3/25/02 Fax to BellSouth: Customer called and said that no one from BellSouth has been in touch with him since he spoke with Ms. Marquez last week. He says he has received another service interruption notice. Dick Durbin

4/8/02 Customer called and said this should have been included on Complaint #429581. Shonna McCray

04-08-2002 After calling the customer, he states he did not sign for the work to be done on his property, therefore he should not be responsible for the bill. VMcKay

04/09/2002 Interim Report received via email. Another report will be provided by April 24, 2002. AHashisho

4/9/02 Received faxed report from BellSouth. Dick Durbin

04192002: Customer states he received disconnect notice for Monday. Spoke with Mrs. Welling who states customer will be disconnected because he has not paid(1527.77) for making aerial lines buried at his request. mwlivingston

04/19/02: Susie Folsom called to state that Mr. Brown contacted Dr. Bane's office. I spoke with Mr. Brown. His concerns relates to BellSouth billing him cabling work completed by BellSouth. He indicated that when he built his home, he requested BellSouth to place overhead wires underground. He mentioned an issue involving his neighbor in that he may have been billed for work completed on neighbor's property. He also has concerns with static on his line. He believes he should not have to pay for service that was not working (additional lines not working?) I asked Mr. Brown to place his concerns in writing and forward any documentation that will support his position. I gave him the toll free fax number. I called BellSouth and spoke with (Sandi?); I asked her to postpone disconnect pending resolution of this inquiry. I asked her to get back with me if for some reason there is a problem with protecting the account. RRoland

4/19/2002 Case reassigned to R.Roland. P.Lowery

4/23/02 Maggie Welling called and said that she has sent the final response on this complaint. They are going to call the customer and tell him that he is liable for disconnection. Dick Durbin

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Request No. 438467T Name PHILLIP BROWN Business Name \_\_\_\_\_

04/23/02: I spoke with Maggie Welling. Company will hold the denial of service for the moment. I advised Maggie that I am expecting written documentation from Mr. Brown by 4/24/02. I requested an explanation of the adjustments issued.  
RRoland

04/23/2002 Report received via email. AHashisho

04/25/02: Company's report included an explanation of the adjustments. RRoland

04/25/02: I spoke with Maggie Welling. Customer owes approx \$1750.00. Company sending customer a notice advising him to pay \$226.91 in current charges in order to avoid interruption of service. RRoland

04/25/02: I spoke with Mr. Brown. He is going to fax his statement to me. He states that he is disputing \$1200.00. He did not authorize his neighbor to approve BellSouth work order. He states that his contractor did authorize some of the work, but that if BellSouth had positioned the facilities in the right place from the beginning, he would not have had to have the facilities moved. RRoland

4/25/02 REQUEST FOR SUPPLEMENTAL RESPONSE

(1) Ref the Account Summary (May 2001): Please explain the "\$967.97(-)" in the "Amt of Last Bill" column and verify the total due for May 2001.

(2) Ref the explanation of adjustments: The explanation indicates that customer was issued courtesy adjustments of \$50.00 for Dec 18, 2001, and Jan 18, 200(2). Please explain how the courtesy adjustments are reflected on the Account Summary for Dec 01 and Jan 02.

(3) Ref the Account Summary (Feb 02): Please explain \$207.94 adjustment.

(4) Company's response indicates that customer was billed \$697.00, yet the 3 work orders provided by company show a total billing of \$1049.00. Please verify.

(5) Please provide a detailed description of the work performed for each of the 3 work orders.

(6) Mr. Brown indicates that if BellSouth would have positioned the facilities properly from the beginning, the facilities would not have had to be relocated. Please investigate this and provide comments.

(7) Mr Brown acknowledges that he did receive courtesy credits, however the credits were given as a result of missed appointments. Mr. Brown believes that he has not received sufficient out-of-service credits. He states that he has 4 lines, and that he has experienced considerable problems with the lines over the past few months. Please advise of the out-of-service credits issued, if any.

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Request No. 438467T

Name PHILLIP BROWN

Business Name

Please respond by 5/16/02. RRoland

04/25/02: Received fax from customer. RRoland

04/26/02: I spoke with Mr. Brown. I advised him that company will be sending a notice that he will need to pay \$226.91 in order to avoid disconnect. He appeared willing to pay this amount. RRoland

05/09/2002 Report received via email. AHashisho

05/15/02: The company's supplemental response indicates the following:

1) The \$967.97 (-) is due to a number change. BellSouth transferred the amount owed on the previous telephone number to the new telephone number 954-561-2108 bill.

(2) Please see copies of bills (in the spreadsheet) for the months of 12/01 and 01/02 for itemization of the credits issued in the monthly itemized bill statement.

(3) Please see copy of February bill (spreadsheet) adjustment page. Breakdown: local service courtesy adjustment 44 days--\$99.89, labor \$60.00, commitment guarantee of \$25 and \$40 connection fee plus \$8.05 tax for a total of \$206 \$40.00 connection fee plus tax \$8.05 for a total of \$207.94.

(4) The third work order in the amount of \$352.00 was billed to Mr. Grosby (Mr. Brown's neighbor) who had some work done to remove the aerial service wire. This charge appeared on his May 5, 2000 bill and Mr. Grosby paid it in full. The work order was billed to Mr. Grosby's telephone account 954-563-1935. This work order has no impact on Mr. Brown's bill. Mr. Brown was only billed the two work order charges in the amount of \$345.00 and \$352.00 totaling \$697.00 as shown on the spreadsheet.

(5) The work orders were for a request to rearrange Mr. Brown's aerial service. Mr. Brown requested that his aerial service was replaced with buried service through conduit from the pole. This type of work is billed on a time and materials basis.

(6) BellSouth facilities are located in the easement, along with the CableTV and FPL facilities. The proper positioning of the followed are standard practices.

(7) Mr. Brown reported static numerous times on the lines mentioned. The reports were service affecting and NOT out-of-service. Mr. Brown reported 954-561-2108 out-of-service 1 time (10/30/01). The line was repaired and back in service less than 24 hours from reporting the trouble. As mentioned the lines were reported as having static and not eligible for an out-of -service credit.

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Request No. 438467T Name PHILLIP BROWN Business Name \_\_\_\_\_

05/15/02: REQUEST FOR SUPPLEMENTAL RESPONSE

It appears there is not sufficient information to give closure to this complaint. With regards to the two statement of work invoices billed to Mr. Brown, please provide a detailed description of the work performed. Please include a line by line description of the work performed and an itemized description of the charges. Please repond by 05/21/02. RRoland

05/20/2002 Report received via email. AHashisho

05/22/02: Mr. Brown called regarding a disconnect notice and billing statements. I asked him to fax the info to me. Received the fax and added to file. The balance due on the notice is \$1,412.94. RRoland

05/22/02: I contacted BellSouth and spoke with Maggie. She will ensure account is protected. I called Mr. Brown and left a voice mail message explaining that his service is currently not subject to disconnect. RRoland

05/29/02: Closed via letter. Will explain that according to BellSouth in March 2000 he asked them to bury the overhead telephone wire servicing your residence. The billing for changing a customer's service wire in this manner is based on the amount of time and the materials used. The charge to complete the work came to a total of \$352. BellSouth advises that after burying the service wire, he decided that he wanted the telephone interface to be located inside your garage rather than on the outside of your home. As a result, another order was issued and the total cost to perform this work was \$345. The total amount billed for both work orders was \$697. BellSouth advises that late payment and interest fees have been accruing on this amount since June 2000. Will also explain that company has issued courtesy credits regarding the inadequate service. Will ref rules to explain that company was not required to issued out of service credits that the trouble reports were considered service affecting versus service interruptions. Will include informal conference language in the letter. RRoland

06/11/02: Received letter from customer, possibly requesting an informal conference. Forwarding letter and case file to P. Johnson. RRoland

06-11-02 I received the customer's letter in response to BCR's May 31, 2002, letter from Ms Pam Johnson. She stated that it is being used as an informal conference request letter, and I discussed this information with Ms. Carmen Pena. Shirley Stokes

06-11-02 E-MAILED TO CO. DUE TO THE CUSTOMER'S INFORMAL CONFERENCE REQUEST, PLEASE DO NOT TAKE COLLECTION ACTION ON THE CUSTOMER'S ACCOUNT FOR ANY DISPUTED AMOUNT, IF APPLICABLE, REGARDING THIS CASE PENDING THE OUTCOME OF THE CUSTOMER'S INFORMAL CONFERENCE REQUEST. A member of the PSC's Bureau of Consumer Outreach will be following up with the customer and company regarding this case. Shirley Stokes

06-11-02 I returned the file to Ms. Carmen Pena for further assignments of the case. Shirley Stokes

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Request No. 438467T                      Name PHILLIP BROWN                      Business Name

June 11, 2002: An informal conference acknowledgment letter along with Form X will be forwarded to the customer via certified and regular mail. Carmen Peña - Supervisor Bureau of Consumer Outreach

June 12, 2002: The informal acknowledgment letter along with Form X have been forwarded to the customer. The completed Form X is to be postmarked no later than June 27, 2002. Carmen Peña - Supervisor Bureau of Consumer Outreach

June 19, 2002: At approximately 11:55 a.m. Randy Roland handed me a fax he received from the customer at 10:00 a.m. The customer has forwarded a statement by BST that indicates that he will be disconnected on June 20, 2002. BST states that it will disconnect Mr. Brown for the unpaid amount of \$231.23.

I directed John to contact BST and find out why the customer was going to be disconnected. At approximately 3:20 p.m. John spoke to Pat Shields. The case belongs to Margarita Welling but she is out until this coming Monday. Ms. Shields checked the case for John. It appears that the customer's original complaint was for \$1,200.00 as the disputed amount. As of today, the customer owes BST \$1,431.23. The difference between the disputed amount and this due amount is for current charges which the customer needs to pay. BST informed John that the customer will not be disconnected on June 20, 2002. John indicated to BST that Form X had not been received and that the due date was June 27, 2002.

At approximately 3:50 p.m John tried to contact the customer, Mr. Brown to inform him that he will not be disconnected tomorrow. The person who answered the phone was someone else. John left a message with the male person to inform Mr. Brown to call back the PSC.

\*Note\* Case 429581T is to be cross-referenced to this case. Carmen Peña - Supervisor Bureau of Consumer Outreach

June 24, 2002: The green card of the certified correspondence forwarded to the customer has been received. Carmen Peña - Supervisor Bureau of Consumer Outreach

June 28, 2002: We have received the completed Form X from the customer with 8 pages as addendums. The postmark on the envelope is June 26, 2002. The case will be forwarded to John Plescow to begin the mediation stage of the informal conference process. Carmen Peña - Supervisor Bureau of Consumer Outreach

07-31-2002 - I spoke to Ms. Welling with BST, and I asked if she was prepared to make a counteroffer. She said she would discuss the matter with her management and get back to me. Note, the customer is disputing about \$1,100.00./Jplescow

08-06-2002 - I received a call from Ms. Welling stating she was sending me an email with the company's good will offer to the customer. She would like me to relay the company's offer to Mr. Brown. the following is the email I received.

Attached is the adjustment we are willing to settle on. they are the late payment and interest on the \$697 (the charges for the two work orders).

Any questions, let me know. thanks mw

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Request No. 438467T

Name PHILLIP BROWN

Business Name

<<Brown3.doc>>

Late Payment Charges  
(954) 563-2168 & 561-2108  
Phillip Brown

Date	Amount of Adjustment	Late Payment & Interest	
June/00	\$697.00	\$10.45	\$1.50
July/00	708.95	10.63	1.50
Aug/01	721.08	10.77	
Sept/00	731.85	10.97	
Oct/00	742.82	11.14	
Nov/00	753.96	11.31	
Dec/00	765.27	11.48	
Jan/01	776.75	11.65	
Feb/01	788.40	11.83	
Mar/01	800.23	12.00	
Apr/01	812.23	12.18	
May/01	824.41	12.37	
June/01	836.78	12.55	
July/01	849.33	12.74	
Aug/01	862.07	12.93	1.50

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Request No. 438467T Name PHILLIP BROWN Business Name



Sept/01	876.50	13.14	1.50
Oct/01	891.14	13.37	1.50
Nov/01	906.01	13.59	1.50
Dec/01	921.10	13.82	1.50
Jan/02	936.42	14.05	1.50
Feb/02	951.97	14.28	1.50
Total	967.75	257.25	13.50

Late Payment Adjustments

Sept/01	\$1.55-	
Oct/01	\$13.37-	1.55-

Total Adjustment due \$240.78  
/JPlescow

08-12-2002 - I called the customer to relay the company's offer to credit the customer's account for \$240,78, and I explained the informal conference process. I spoke to the customer. I explained that the PSC had no jurisdiction over the installation of facilities. The customer wanted the facilities to his home ran underground. He understands the cost of the facilities is not under our jurisdiction. The customer said that he understood that we could not rule on the installation of the facilities, but he felt we could rule on his service being out because of static. He said his phone was not usable for 90% of the months in question, and he deserved time out of use credit. The customer made a counteroffer, which was his original amount in dispute minus \$1.00. I relayed this offer to Ms. Welling at the company, and she rejected the customer's offer. She said she was ready to participate in an informal conference, and she was not going to make any additional offers. The customer said he was also ready to have an informal conference. He said he would contact a lawyer to represent him. Note, the customer said he would out of town on vacation for the next 2 weeks starting next week. Therefore, the informal conference would need to be scheduled for some time after he returned from vacation./JPlescow

08-12-2002 - I relayed the above information to Ms. Pena my supervisor./JPlescow

August 13, 2002: I received a phone request from Ms. Weling at BellSouth to fax a copy of FormX. Done. KSmith

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Request No. 438467T Name PHILLIP BROWN Business Name \_\_\_\_\_

August 21, 2002: At approximately 1:26 p.m. an e-mail was forwarded to Bureau Chief Rhonda Hicks informing her of the upcoming informal conferences for September 2002. The first case in the e-mail belongs to this case. The informal conference has been scheduled to be held on September 5, 2002, at 9:30 a.m. The conference will be held by phone. The assigned consultant from BCO that will act as a moderator will be Kate Smith. A request for an attorney to be assigned to participate in this informal conference has been requested. A copy of the e-mail has been included in the case file for documentation purposes. Carmen Peña - Supervisor Bureau of Consumer Outreach

August 21, 2002: A letter was received in CAF from this customer. He is asking for a letter explaining that his case falls outside the jurisdiction of the Commission. KSmith

August 26, 2002: I received the above-referenced letter. I called the customer to see if he still wanted to go to informal conference. He confirmed that he did. He discussed his case with me at great length (45 minutes). I explained the informal conference process then asked the customer what it would take to make him settle the case. He advised me that he would pay \$350 which is what he had to pay at his previous home. Then he said that he would take \$500. I told him I would discuss his offer with BST.

I called BST and spoke with Ms. Welling. She explained that the customer put his general contractor in charge of the installation. The company has the general contractor's signature authorizing the work. The company is going to consider a counter offer and bring it with them to the informal conference. KSmith

August 27, 2002: Mr. Brown called the Call Center and was transferred to my voice mail. He called back on his cell phone (954-597-4949) before I had a chance to return his call. I tried to call him back but his number had been temporarily disconnected. I called BST and asked Ms. Welling to have his service restored. She said that the account was noted as a "No Treat." She advised me that she would have the service restored as soon as possible. Mr. Brown called using his cell phone right after I spoke with Ms. Welling so I related this information to him. He thanked me and we ended the call. KSmith

August 27, 2002: Kate Smith has forwarded an e-mail she received from BST's Margarita Welling in regards to the phone number to be contacted on the informal conference date. The number to contact BST staff is (305) 530-5602. A copy of the e-mail has been placed in the case file for documentation purposes. Carmen Peña - Supervisor Bureau of Consumer Outreach

September 3, 2002: At approximately 8:38 a.m. Bureau Chief Rhonda Hicks forwarded an e-mail indicating to us that the assigned attorney to participate in the informal conference was Linda Dodson. A copy of the e-mail has been included in the case file for documentation purposes. A copy of the case file will be forwarded to attorney Dodson tomorrow, September 4, 2002. Carmen Peña - Supervisor Bureau of Consumer Outreach

PHILLIP BROWN

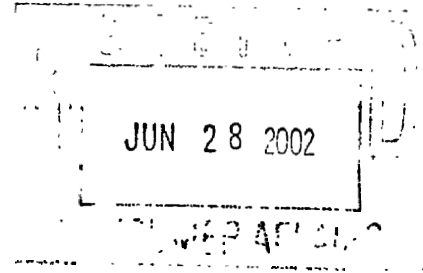
Request No. 438467T Name PHILLIP BROWN Business Name \_\_\_\_\_



FLORIDA PUBLIC SERVICE COMMISSION  
INFORMAL CONFERENCE REQUEST FORM

ORIGINAL

FPSC Complaint Number: 438467T  
Customer's Name: Mr. Phillip Brown  
Authorized Representative:  
Address: 2886 Northeast 26<sup>th</sup> Place  
Address: Ft. Lauderdale, FL 33306  
Telephone Number (voice): 1-954-561-2108 (Fax):  
E-mail address (if any):



*Please address the following statements using additional pages if necessary.*

Please identify the issues to be resolved.

PLEASE SEE  
PAGES

Please describe the facts that are in dispute.

Please identify the dollar amount in dispute.

Please provide a suggested resolution or the relief sought.

**NOTICE:** This form must be postmarked by **June 27, 2002**. Failure to provide this information may result in denial of the informal conference request.

**Phillip R. Brown**  
2886 NE 26 PL  
Fort Lauderdale, FL 33306  
United States  
Phone (954) 561-2108

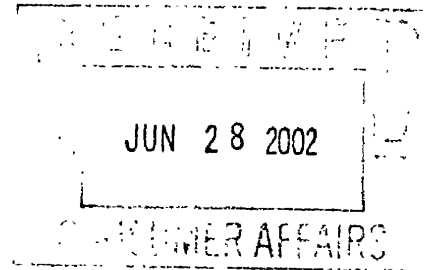
ORIGINAL

June 26, 2002

FPSC Complaint Number: 438467T

Customer's Name: Mr. Phillip Brown

Telephone Number (voice): 1-954-561-2108 (Fax): 1-954-567-4737



Issues to be resolved:

**PART 1.** Charges for unauthorized work done, interest charges, late charges.

**PART 2.** Charges for months service when lines were unusable 90% or more of the time due to overwhelming static (except for January 2002 which was already credited back).

Facts that are in dispute:

**PART 1.** In March 2000 BellSouth came to my residence to install underground telephone wire service. They had a 10 o'clock am appointment to meet with my construction project coordinator, Ryan Miles, so that Mr. Miles could tell them what installation was desired. On their own, BellSouth came out at 8:30 am on the morning of the appointed day and had a neighbor, who had no authorization, sign a blank work order. BellSouth then completed the installation without any knowledge of what I wanted. At 9:45 am Mr. Miles arrived and told BellSouth that they had done work that was never intended nor desired. BellSouth then incorrectly claimed that Mr. Miles changed his mind about how the service was to be installed and proceeded to bill for both the unauthorized and the later authorized work.

**PART 2.** Service for months of Oct 01, Nov 01, Dec 01 and Feb 02 was not usable 90% or more of the time due to documented main line damage and line static. To finally resolve this problem BellSouth replaced the entire main line from the switch to the end of the street (approx 5,000 ft).

Identify the dollar amount in dispute:

**PART 1.** I dispute the charge for the first incorrect and unauthorized installation and all interest and late charges. While the various figures in the BellSouth billing statements make it difficult I believe an amount of \$1138.01 is the approximate amount I dispute. This includes the first installation charge of \$352.00 and \$145.00 of the second installation, another undocumented \$150.00 labor charge which BellSouth agreed to remove but never did, and all the late charges and interest charges. The disputed portion of the second installation is because part of the second installation charges were to remove the incorrect, unauthorized first installation.

**PART 2.** I do not have an easy calculation of an amount for the unusable lines. I did pay \$167.45 during those months while the service was unsatisfactory. BellSouth already credited back payment for the month of Jan 02 and I have made allowance for that.

The work was then done and the phone service was back in order.

Ryan left and was not requested to sign any more paperwork from Bellsouth nor was my neighbor

A month or so later the phone bill came without an itemized breakdown but for about \$850.

I called Bellsouth and asked for a line-by-line breakdown they said they could not comply at the time but they would put the bill into an investigative status and that after investigating someone would call me. But no one ever followed through.

I then called the next month after receiving that month's bill but there was still no new status

I then wrote a letter to the address provided on the back of the Bellsouth billing statements for questions and disputes. This also resulted in no response. I then sent 5 certified letters in a period of ten months, all signed and accepted and there was still no response. After that point I wrote, "disputed" on the mailed-in statement and paid the difference.

I then needed additional lines activated and called Bellsouth for them.

An installer came out and said that due to main line damage neither line could be installed until Bellsouth main line (line on the street) was repaired. In the interim Bellsouth set me up with voice mail for both lines at no charge so if I had calls the callers would be able to leave messages. More than once Bellsouth's installers came out and were not able to do the work because the line was still not repaired. That is why there are the many commitment guarantees for all the missed appointments, \$25 for each missed.

It took roughly 2 to 4 months to have the 2<sup>nd</sup> and 3<sup>rd</sup> lines installed.

I then needed 2 more lines installed. The same thing happened: no good lines to use, free voice mails and eventually the lines were connected.

I had just had the service working with all five lines and one at a time the lines started to have static. I called many times to Bellsouth's 611 repair. Repair crews worked at my house and on my street's main line each time.

They would usually correct the problem until the next time someone had trouble with their phone service. If anyone had work done for any reason then for days Bellsouth would be working on the main line on my street. Until the main line was replaced if it was windy or raining my house had even more static. I suspect most other residents on my street had then same problem since Bellsouth repair trucks were always on my street and in the neighborhood on a daily basis.

After talking to my neighbors about the phone situations I had they told me of their similar problems. If they ever called to add lines they were told that they could not get new lines without getting a single line for multi lines (meant for commercial use not residential). The problem with that is if one line has a problem, whatever the issue is, they all will. If one line is down they are all down etc...

I called Bellsouth and asked why was it a problem to get additional lines on this street and that I needed more. A rep read the notes and said for all my problems Bellsouth was not the one to complain to but the Public Utility Commission was. So I called in October or November to find out what could be done about the lines and the static issues

I then called the Public Utility Commission and explained my situation. The rep contacted Bellsouth on my behalf and explained that I was making complaints. I was then transferred to Bellsouth's Executive office. I explained my situation. I told them about the lack of service and what I needed. A rep from Bellsouth gave me her name and direct line and asked me to call her if I had any further issues and not to call the Utility Commission. Even with doing that through the Executive office of Bell South I didn't get anywhere. And because nothing was being done from Bellsouth's Executive office I called the Public Utility Commission, lodging several formal complaints, all related to lack of services though billed.

Shortly after I called the Public Utility Commission about the line trouble I received my first call from Bellsouth's in-house collection department, requesting me to start paying the bill and that they would break it into easy monthly installments. I responded by saying, no, that I was disputing the amount and that I was still waiting for an explanation of the billing. The rep said she would refer it to the proper department. Shortly after that I called Bellsouth Executive office. I explained in detail the situation and the person I spoke with agreed that the billing was unjustifiable. She said she would

# ORIGINAL

have to request the file for her supervisor before she could issue the credits and she would call me when it was done. When she called me back she said she could not delete the billing. And that was from their legal department.

I was then contacted and advised by Bellsouth that the entire line on my street was scheduled to be replaced and had been for more than 2 years. But, because I complained to the Public Utility Commission it was going to be done rather quickly to stop my complaints. I was told that in the interim only my house would get a temporary new wire from the problem area to my house. What Bellsouth did was run a gray wire down to my house from about 1000 feet away--the same gray wire that is found inside some older houses for the telephones. Even with that temporary wire I had the same static problems; so I called the Utility Commission again and again.

I was then notified by telephone by an area Bellsouth rep. that the problem I was experiencing was due to major line damage and the entire street would have a new line in the next few months and that the static issue could not be fixed until the main line on my street was replaced.

A month later on a Saturday the line work started. I was told that it could take a month to 2 months to finish the work. From time to time the installers made periodic calls or came to my house inquiring if I was going to make any more calls to the utility commission about any new problems. One of the installers told me that the line damage was found to be all the way to the main switch which is at least 1 ½ mile away and it could take another month or so.

Bellsouth even had something on my line that prevented me from having a DSL line activated. I was told by an independent DSL agent to call Bellsouth to have it removed. When I did it took Bellsouth over two weeks before it was removed. I found out when it was removed because the local Bellsouth office called me advising that it had been scheduled and he would monitor until it was removed.

Because of the ongoing problems of lack of service and poor service I had been paying for all along I called Bellsouth customer service in mid-February and requested credit back to November and the rep said because she could verify it she would give me the entire credit from November. She started from the most recent billing (January) and credited it in full, stating I was without or had service problems for more than 25 days but not more

than 30 for that month. She then attempted to go back to the prior months and was unable to go any further without a manager's override/approval. She said she would take care of it and it would show on the next statement with a credit balance. I had called a couple of times within that bill period and each time I had the reps go over the notes with me. They would say there was still no update but it was in the notes to give the credits. The credits were never given.

Also related to out-of-pocket expenses I had to pay my independent phone contractor for service calls to come out to my home 3 different times because Bellsouth's temporary line was not connected in the same order as the prior line. Unknowingly, I had calls coming in on the wrong lines for weeks until I finally figured it out. On the 3<sup>rd</sup> time I had the independent installer wait until the Bellsouth tech arrived 3 hours late so he could work with the Bellsouth tech. This was all because Bellsouth did changes without asking me or telling me what they were doing or what was needed.

And roughly 3 to 4 weeks ago I called about static on a line--my line 5. The installer came to check the line but before he did anything he connected his phone to the main box in my garage and requested to have a line change. I have been with each and every line tech from Bellsouth and not once has any of them ever called someone and said, "I'm calling to have a line changed" prior to doing work! He then used some type of checker/verifying device and said my line had no problems. Never had I seem anything like that before by any of the Bellsouth line techs.

When I spoke with you last Friday April 19 I had thought that the line problems were corrected by Bellsouth 2-3 weeks ago. But ironically enough I was left a message by Bellsouth's local neighborhood office the same time as I was speaking with you about them. The message left was, "the box has been replaced". I have no idea what box is being referenced.

Sincerely,

Phillip R. Brown