

ORIGINAL



Susan S. Masterton
Attorney

Law/External Affairs
Post Office Box 2214
1313 Blair Stone Road
Tallahassee, FL 32316-2214
Mailstop FTLH00107
Voice 850 599 1560
Fax 850 878 0777
susan.masterton@mail.sprint.com

July 16, 2003

Ms. Blanca Bayó, Director
Division of the Commission Clerk and
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED
COMMISSION
CLERK
JUL 16 PM 4:30
2003

RE: Docket No. 011077-TP

Dear Ms. Bayó:

Enclosed for filing on behalf of Sprint are the original and fifteen (15) copies of Sprint's response to Staff's Pre-Workshop Questions regarding customer notification letters which we ask you to file in the captioned matter. These responses were requested by Staff in an attachment to a June 25, 2003 email to the parties as preparation for the July 23, 2003 workshop.

Service has been made this same day via U.S. Mail to the parties listed on the attached service list.

Please acknowledge receipt of this filing by stamping and initialing a copy of this letter and returning same to the courier. If you have any questions, please do not hesitate to call me at 850/599-1560.

Sincerely,

Susan S. Masterton

Susan S. Masterton

RECEIVED & FILED
lh
FPSC-BUREAU OF RECORDS

Enclosures

cc: Cheryl B. Banks

DOCUMENT NUMBER 06359
JUL 16 2003
FPSC-COMMISSION CLERK

011077-TP
JUL 16 2003
COMMISSION CLERK

ORIGINAL

Sprint Response – Docket 011077-TP Customer Notification Letters

Sprint offers the following responses to the questions posed in Staff's email of June 25, 2003 regarding customer notification letters.

Questions:

1. Does your company notify customers of their rights and obligations once it has been advised that the customer will be switching service to a new carrier?

RESPONSE: Sprint does not provide any further communication to a customer after receiving the customer's request to change service providers.

2. If the answer to Question 1 is yes, please answer the following questions:

- a) What is the frequency and form of communication(s) used to notify the customer?
- b) Do you ask your customers to contact you regarding the notification provided?
- c) Once your company is advised that the customer is switching providers, at what point is the notification issued to the customer?
- d) Does the notification contain any offers to attempt to retain the customer?

RESPONSE: N/A

3. If the answer to Question 1 is yes, please provide a copy of your company's typical notification.

RESPONSE: N/A

DOCUMENT NUMBER 06359 JUL 16 8
FPSC-SCRS 10 11 01 SLERK

**CERTIFICATE OF SERVICE
DOCKET NO. 011077-TP**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served by Electronic mail & U.S. Mail this 16th day of July, 2003 to the following:

AT&T (GA)
Virginia C. Tate
1200 Peachtree St., NE
Suite 8100
Atlanta, GA 30309

Florida Cable Telecommunications Assoc.,
Inc.
Michael A. Gross
246 E. 6th Avenue, Suite 100
Tallahassee, FL 32303

Access Integrated Networks, Inc.
Mr. Mark A. Ozanick
4885 Riverside Drive, Suite 300
Macon, GA 31210-1148

Florida Competitive Carriers Assoc.
c/o McWhirter Law Firm
Vicki Kaufman/Joe McGlothlin
117 S. Gadsden St.
Tallahassee, FL 32301

Allegiance Telecom of Florida, Inc.
Morton J. Posner
1919 M Street, N.W., Suite 420
Washington, DC 20036-3521

Global NAPs, Inc.
William Rooney, General Counsel
10 Merrymount Rd.
Quincy, MA 02169

BellSouth Telecommunications, Inc.
Nancy B. White/James Meza III
c/o Ms. Nancy H. Sims
150 South Monroe Street, Suite 400
Tallahassee, FL 32301-1556

Hopping Law Firm
Richard Melson/Gary Perko
P.O. Box 6526
Tallahassee, FL 32314

Covad Communications Company
Mr. William H. Weber
1230 Peachtree Street, NE, 19th Floor
Atlanta, GA 30309-3574

ITC^DeltaCom
Ms. Nanette S. Edwards
4092 South Memorial Parkway
Huntsville, AL 35802-4343

FDN Communications
Mr. Matthew Feil
390 North Orange Avenue, Suite 2000
Orlando, FL 32801-1640

MCI WorldCom Communications, Inc.
Ms. Donna C. McNulty
1203 Governors Square Blvd., Suite 201
Tallahassee, FL 32301-2960

McWhirter Law Firm
Vicki Kaufman/Joseph McGlothlin
117 S. Gadsden St.
Tallahassee, FL 32301

Messer Law Firm
Norman H. Horton, Jr./Tracy Hatch
215 S. Monroe Street, Suite 701
Tallahassee, FL 32302

Moyle Law Firm(Tall)
Jon C. Moyle/Cathy M Sellers
118 North Gadsden Street
Tallahassee, FL 32301

NewSouth Communications Corp.
Ms. Keiki Hendrix
Two North Main Street
Greenville, SC 29601-2719

Pennington Law Firm
Peter Dunbar
P.O. Box 10095
Tallahassee, FL 32301

Supra Telecommunications &
Information Systems, Inc.(Mia)
Brian Chaiken
2620 S.W. 27th Avenue
Miami, FL 33133

Ausley Law Firm
J. Jeffry Wahlen
P.O. Box 391
Tallahassee, FL 32302

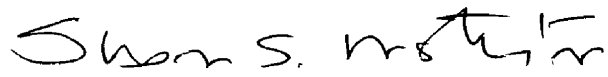
Supra Telecommunications and Information
Systems, Inc.
Ms Ann H. Shelfer
Koger Center - Ellis Building
1311 Executive Center Drive, Suite 220
Tallahassee, FL 32301-5027

Time Warner Telecom of Florida, L.P.
c/o Ms. Carolyn Marek
233 Bramerton Court
Franklin, TN 37069-4002

Verizon Florida Inc.
Kimberly Caswell
P.O. Box 110, FLTC0007
Tampa, FL 33601-0110

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

Flecia Banks
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399



Susan S. Masterton