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Public Service Commission

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COMMISSION  
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**DATE:** April 21, 2005

**TO:** Blanca S. Bayó, Commission Clerk and Administrative Services Director

**FROM:** Melinda H. Watts, Engineering Specialist III, Division of Competitive Markets & Enforcement *MWA*

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**RE:** Docket No. 050268-TI - Investigation and determination of appropriate method for refunding long distance monthly recurring charge overcharges by Sprint Communications Company, Limited Partnership d/b/a Sprint.

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Please add the attached letter, Sprint Communications Company, Limited Partnership d/b/a Sprint's response to staff's request to investigate possible overcharges, to the subject docket file.

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Manager  
Florida

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Voice 850 847 0173  
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April 1, 2005

Ms. Melinda Watts  
Florida Public Service Commission  
Bureau of Service Quality  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: March 7, 2005 Letter concerning Sprint Long Distance Charges on Sprint local service customers' bills

Dear Ms. Watts:

Sprint received the March 7<sup>th</sup> request from Staff to review bills issued to Sprint local customers from the time Sprint Long Distance began assessing the \$3.95 monthly recurring plan charge to determine whether any customers were incorrectly charged for Sprint Long Distance plans. Sprint began investigating this issue when a complaint was received from a customer on March 3<sup>rd</sup> indicating the customer was charged the \$3.95 MRC but had previously changed their PIC from Sprint to NO PIC.

Sprint Long Distance (LD) implemented the price change (i.e., application of a \$3.95 MRC) on December 1, 2004 on the accounts of Sprint Long Distance customers subscribing to MTS (Message Telecommunications Service) plans. This was followed by implementation of the same price change on January 1, 2005 on the accounts of Sprint Local Telecommunications Division customers subscribed to Sprint Sense long distance plans. Sprint LD took several actions in an effort to ensure correct billing of this price change as explained in a letter to Ms. Beth Salak dated March 22, 2005. A copy of that letter is also provided for your information. Unfortunately, some billing errors have occurred and Sprint is currently working to remedy those errors.

Sprint provides the following information per your request:

1. The total amount of the long distance "plan" charges that were assessed to Sprint local customers in error.

**Sprint's research indicates that as of February 28, 2005, approximately \$40,540 in MRC were assessed to Sprint local customers in error. This amount represents what was billed in December, January and February. March data has not been**

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included because the tables used to determine the amount have not yet been updated with month end results. That number will be provided when it is available.

2. The number of Sprint local customers that were erroneously charged for a Sprint long distance plan.

**There were 3,489 accounts with the erroneous billing on them.**

3. In consideration of Rule 25-4.114, Refunds, Florida Administrative Code, please provide the company's proposal to refund customers should erroneous long distance "plan" fee overcharges be determined.

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**Sprint plans to refund the customers in accordance with the requirements in Rule 25-4.114. That is, credits will be issued on the bills of the affected subscribers who still have an active Sprint – Florida account. In the case of subscribers that no longer have an account with Sprint – Florida, refund checks will be mailed to the customers' last address of record. Additionally, the \$3.95 MRC will be removed from these Sprint-Florida accounts prospectively by closing the LD accounts. Customer notice will be sent informing these customers that their Sprint LD account has been closed.**

**The credits and refunds will be processed after the March billing information has been made available in mid-April. Because of timing issues with billing cycles and the dates that these subject LD accounts are closed, it is possible that some accounts might still experience the erroneous billing in April. Therefore, the program will be run again in mid-May to find any such accounts and any required additional credits would be issued in late May.**

If you have any additional questions regarding this matter, please contact me at 847-0173.

Sincerely,



Sandra A. Khazraee