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State of Florida



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 *MHW*

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.

Please add the attached letter requesting Sprint Communications Company, Limited Partnership d/b/a Sprint investigate possible overcharges to the subject docket file.

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STATE OF FLORIDA



DIVISION OF COMPETITIVE MARKETS &
ENFORCEMENT
BETH W. SALAK
DIRECTOR
(850) 413-6600

Public Service Commission

March 7, 2005

Mr. Ben Poag
% Sprint-Florida, Incorporated
P. O. Box 2214 (MC FLTLHO0107)
Tallahassee, FL 32316-2214

Dear Mr. Poag:

This letter concerns Sprint Long Distance charges on Sprint local service customers' bills. A consumer contacted the Florida Public Service Commission (the Commission) with a concern about charges on her bill. She declined to file a complaint because she contacted Sprint-Florida, Incorporated (Sprint) and was assured that the charge would be removed from her bill. However, staff is concerned that other customers may have been charged inappropriately by Sprint Long Distance.

The consumer is a Sprint local service residential customer who does not have a carrier selected for a local toll or toll provider. There are no long distance calls on her bill from any provider. On her January 25, 2005, bill, however, there is a long distance plan charge of \$3.95, plus applicable taxes and surcharges totaling \$5.68.

Please review the bills issued to Sprint local customers from the time Sprint Long Distance started assessing the \$3.95 monthly recurring plan charge to determine whether any customers were incorrectly charged for Sprint Long Distance plans. Please provide a written response by April 1, 2005, with the following information:

1. The total amount of the long distance "plan" charges that were assessed to Sprint local customers in error.
2. The number of Sprint local customers that were erroneously charged for a Sprint long distance plan.
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.

Mr. Ben Poag
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If you have any questions, please contact me at (850) 413-6952.

Sincerely,

A handwritten signature in black ink, appearing to read "Melinda Watts", is written over a light gray rectangular background.

Melinda Watts
Bureau of Service Quality

Ref: TMS 1772