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State of Florida



Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

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COMMISSION
CLERK

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

DATE: June 27, 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. 050390-TI - Investigation and determination of appropriate method for refunding overcharges due to call duration errors on long distance calls by ACN Communication Services, Inc.

Please add the attached refund proposal, dated May 23, 2005, from ACN Communication Services, Inc. to the subject docket file.

- CMP _____
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2005 MAY 31 AM 10:39

DEPARTMENT OF
COMPETITIVE SERVICES

May 23, 2005

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

Re: written proposal regarding ACN customer billing error

Dear Ms. Watts:

I received your letter that asked that ACN Communication Services, Inc. ("ACN") submit a written proposal to refund the amount that was billed in error to Florida consumers. Please allow this letter to serve as ACN's written proposal to the Florida Public Service Commission.

Based upon your suggestion during our phone conversation and given that the average refund amount per customer equals \$0.29, ACN proposes that it pay \$2438.68, plus the appropriate interest amount to the Florida General Fund.

Please let me know if this proposal is acceptable and I will have the check prepared as quickly as possible. I very much appreciate the time you spent on the phone with me describing the refund process in great detail.

Please contact me at your first convenience if you wish to discuss this matter further. Thanks once again for your help.

Sincerely,

Timothy M. Seat
Corporate and Regulatory Counsel