



WORKING ASSETS®

101 Market Street, Suite 700, San Francisco, CA 94105 • www.workingassets.com

050000

3

July 7, 2005

Donald McDonald
Bureau of Service Quality
Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

ORIGINAL

RE: Working Assets Long Distance - 2005 Interexchange Service Evaluation
Proposed refund plan

Dear Mr. McDonald:

Enclosed is Working Assets proposed refund plan for the error discovered in our 2005 service evaluation.

If you have any questions, please contact me at 415-369-2053

Sincerely,

Jean Parker
Manager of Legal Affairs

Cc: Melinda Watts via email
Penelope Davis via email

Enc.

This claim of confidentiality was filed by or on behalf of a "telco" for Confidential DN 06500-05. The document is in locked storage pending advice on handling. To access the material, your name must be on the CASR. If undocketed, your division director must obtain written EXD/Tech permission before you can access it.

DOCUMENT NUMBER-DATE

06499 JUL 11 '05

FDCC COMMISSION CLERK

Working Assets Long Distance - Interexchange Service Evaluation
Proposed refund plan
July 7, 2005

Refund Dates:	June 6, 1999 to May 19, 2005
Surcharge amount:	\$0.99/call
Total number of calls:	15,112*
Total # of affected customers:	2,732*
# of active affected customers:	1,651*
# of disconnected affected customers:	1,148*
Total refund amount, including Payment to FL PSC General Fund:	\$14,960.88*
Payment to FL PSC General Fund:	\$7,060.68*
Average refund per customer:	\$5.48*
Average cost per refund check:	\$7.52

**Data from June 1999 to May 2000 was archived in an unrecognizable file format and our Data Department is unable to delimit the file thus rendering the information irretrievable. We have estimated the data for this time period by using the data from June 2000 to December 2000 (number of accts from June 2000 to December 2000/7months*12 = estimated number of affected accounts from June 1999 to May 2000; number of calls from June 2000 to December 2000/7 months*12 = estimated number of calls from June 1999 to December 2000; estimated number of calls*\$0.99 = estimated rebate amount) and included the estimated amounts in our totals.*

Proposal: Working Assets proposes a bill credit to active affected customers within 90 days of Commission approval of a rebate plan. Due to the excessive cost of issuing refund checks to disconnected customers, Working Assets proposes payment to the Florida Public Service Commission General Fund equal to the surcharge amount incurred by disconnected customers (cost estimate for refund checks provided under separate confidential cover). Working Assets proposes an additional payment to the Florida Public Service Commission General Fund equal to the estimated refund amount for the June 1999 to May 2000 time period.

Costs of processing a refund check

1. Customer service cost (data research, issuing checks)	REDACTED
2. Letter (paper and processing)	REDACTED
3. Postage	REDACTED
4. Maintenance costs (replace lost checks, return old checks to CA as unclaimed property if not cashed, etc.)	REDACTED
Total cost per check	REDACTED

Detail for item 1

Customer service cost to process refund check for credit balances: REDACTED

REDACTED
