



# Public Service Commission

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COMMISSION  
CLERK

**DATE:** December 27, 2005

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

**FROM:** Beth W. Salak, Director, Division of Competitive Markets & Enforcement  
Patrick K. Wiggins, Attorney Supervisor, Office of the General Counsel

**RE:** Closure of Docket No. 050532-TL- Investigation and determination of appropriate method for refunding overcharges assessed on directory assistance calls by Verizon Florida Inc.

*[Handwritten initials]*

On August 4, 2005, Docket No. 050532-TL was established to investigate and determine the appropriate method for refunding overcharges assessed on directory assistance calls by Verizon Florida Inc. By Order No. PSC-05-0943-PAA-TL, the Commission accepted Verizon Florida Inc.'s proposal to issue a refund, plus interest, to all affected customers for overcharges on directory assistance calls and to remit payment of any unrefunded monies to the Commission for deposit into the General Revenue Fund. The Commission also ordered Verizon Florida Inc. to submit to staff within 30 days after the issuance of the Proposed Agency Action Order a report indicating the total number of customers that were affected by the overcharges and the amount of revenue that the company received from the overcharges. The company was furthered ordered to submit a final report within 90 days after the issuance of the Proposed Agency Action Order identifying the total number of customers refunded, the amount that was refunded including interest, and the amount of any unclaimed refunds including interest.

Verizon Florida Inc. has refunded the affected customers \$374,058.55 for overcharges on directory assistance calls. The company has also submitted to staff both the 30 day and 90 day reports and has remitted payment of all unrefunded monies in the amount of \$3,114.00 to the Commission for deposit into the General Revenue Fund. Staff has determined that Verizon Florida Inc. has complied with the provisions of the Commission's Orders, therefore this docket should be closed administratively.

*ok to close 12/27/05 hwn*

DOCUMENT NUMBER-DATE

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