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Public Service Commission

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COMMISSION
CLERK

DATE: April 5, 2006
 TO: Blanca S. Bayó, Commission Clerk and Administrative Services Director
 FROM: Kiwanis L. Curry, Regulatory Analyst I, Division of Competitive Markets & *KLC*
 Enforcement
 RE: Docket No. 060311-TL

Please add the attached letter to the docket file.

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DOCUMENT NUMBER-DATE

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BELLSOUTH

BellSouth Telecommunications, Inc.
150 South Monroe Street
Suite 400
Tallahassee, Florida 32301

DIVISION OF
COMPETITIVE SERVICES

Nancy.Sims@bellsouth.com

Nancy H. Sims
Director
Regulatory & External Affairs

Phone: (850) 577-5555
Fax (850) 222-8640

April 4, 2006

Mr. Rick Moses
Chief, Bureau of Telecommunications Service Quality,
Certification and Enforcement
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RE: 2005 Service Evaluation – Investigation and determination of appropriate method for issuing SGP credits to all affected customers of BellSouth Telecommunications, Inc.

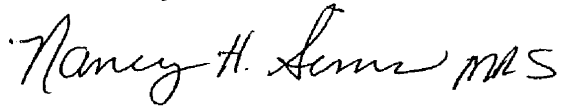
Dear Mr. Moses,

On March 23, 2005, BellSouth provided the Commission its proposed refund plan to correct the error regarding the Service Guarantee Credits (SGP) to subscribers of our Preferred Pack (PP) and the 2 Pack service plans (2 Pack). Based on our proposed plan, the total number of customers affected for missed installation credits is 1,965 which equates to a total credit amount of \$49,125. Additionally, based on BellSouth's proposed plan, the total number of repair customers affected is 20,508 which equates to a total credit amount of \$407,675.

Per this letter, BellSouth supplements its proposed plan that was filed on March 23, 2005. In addition to providing the customer credits based on the March 23, 2005 proposed plan, BellSouth proposes to add the calculation of interest on the credit amount. BellSouth proposes to apply the credits plus interest in the same manner as described in the March 23, 2005 letter.

If you have further questions, please call me or MaryRose Sirianni at (850) 577-5553.

Yours truly,

Handwritten signature of Nancy H. Lewis MS in cursive script.

Director, Regulatory Relations

CC: Beth Salak
Dale Mailhot
Don McDonald
Clayton Lewis
Office of Public Counsel