

VOTE SHEET

May 16, 2006

Docket No. 060311-TL – Investigation and determination of appropriate method for issuing Service Guarantee Credits to all affected customers of BellSouth Telecommunications, Inc.

Issue 1: Should the Commission accept BellSouth Telecommunications, Inc.'s proposal to issue credits, as required by BellSouth Telecommunications, Inc.'s Service Guarantee Plan, to all affected customers in the amounts of \$49,129, plus interest, for missed commitments for installation of primary service and for \$407,675, plus interest, for failure to complete repairs within twenty-four hours, for a total credit of \$456,804, plus interest?

Recommendation: Yes. The Commission should accept BellSouth Telecommunications, Inc.'s proposal to issue credits, as required by BellSouth Telecommunications, Inc.'s Service Guarantee Plan, to all affected customers in the amounts of \$49,129, plus interest, for missed commitments for installation of primary service and for \$407,675, plus interest, for failure to complete repairs within twenty-four hours, for a total credit of \$456,804, plus interest.

APPROVED

COMMISSIONERS ASSIGNED: All Commissioners

COMMISSIONERS' SIGNATURES

MAJORITY

DISSENTING

Katrina Jew
[Signature]
[Signature]
[Signature]
[Signature]

REMARKS/DISSENTING COMMENTS:

DOCUMENT NUMBER-DATE

04294 MAY 16 06

FPSC-COMMISSION CLERK

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Issue 2: Should this docket be closed?

Recommendation: The Order issued from this recommendation will become final and effective upon issuance of a Consummating Order, unless a person whose substantial interest are affected by the Commission's decision files a protest that identifies with specificity the issues in dispute, in the form provided by Rule 28-106.201, Florida Administrative Code, within 21 days of the issuance of the Proposed Agency Action Order. As provided by Section 120.80 (13)(b), Florida Statutes, any issues not in dispute should be deemed stipulated. If the Commission's Order is not protested, BellSouth will issue the SGP credits, plus interest, for missed installation commitments and repairs no later than 30 days after the issuance of the Consummating Order. If the customer is no longer with BellSouth, but has an outstanding final bill, the company will apply the credit, plus interest, towards the final bill. If the customer is no longer with BellSouth and there is no outstanding final bill, the company will mail a check for the credit amount, plus interest, to the last known address on file for the customer. BellSouth will contribute all unclaimed funds to the Lifeline Community Service Fund. BellSouth will also provide the Commission with a final report no later than 90 days after the issuance of the Consummating Order, identifying the total amount of interest that was calculated and issued by BellSouth to all affected customers for the missed installation commitments and repair credits, the total number of customers that actually received the credits, the total amount of money that was actually credited, including interest, the total number of customers who did not receive the credits, and the total amount of unclaimed funds, including interest, that was placed in the Lifeline Community Service Fund. If staff determines that BellSouth has complied with the provisions of the Commission's Order, then this docket will be closed administratively. If BellSouth fails to demonstrate that it has complied with the provisions of the Commission's Order, then this docket will remain open pending further action.

APPROVED