



Public Service Commission

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DATE: September 14, 2006

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. 060578-TI - Investigation and determination of appropriate method for refunding apparent overcharges by Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance due to overbilling on certain calling card calls.

Please add the attached refund proposal from Verizon Long Distance, dated August 25, 2006, to the subject docket file.

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David M. Christian
Vice President - Regulatory Affairs



106 E. College Avenue, Suite 710
Tallahassee, FL 32301

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Fax 850 222-2912
david.christian@verizon.com

August 25, 2006

Mr. Rick Moses, Chief
Bureau of Telecommunications Service Quality,
Certification and Enforcement
Division of Competitive Markets & Enforcement
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

Dear Mr. Moses:

The following information is provided in response to your letter dated June 23, 2006 requesting our plan for refunding the over billing of certain calling card calls.

Credits will be computed on a per customer basis and issued to the affected customers referenced below. Customers will receive credit for the difference between the tariff rate and rate that was billed the customers. Based on the programming requirements, we expect the credits and interest to appear on the customers' bills beginning with the first bill cycle in October.

Interest will be calculated based on the highest 30 day commercial paper rate for the period January 2004 to August 2006 and will be applied for each month of the overbilling period and each month between the overbilling and the period that the refunds are issued. Where the interest amount is less than one cent, Verizon will round up to the nearest penny.

For those customers still on the system, a credit shall be made on the bill. For customers entitled to a refund but no longer on the system, the company will mail a refund check to the last known billing address, except that no refund for less than \$1.00 will be made to these customers.

Once the refunds are processed, a report will be provided to staff that specifies the number of customers, the amount of money refunded, and the amount of any unclaimed refunds.

After extensive research, it was determined that a small number of presubscribed customers on certain optional long distance calling plans, including the 5 Cents Plan on the test account, were incorrectly billed for calling card calls. As of August 23, 2006, billing tables have been corrected so that the appropriate calling card rate will be billed.

Mr. Rick Moses
August 25, 2006
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We have determined toll calling records are readily available for 2 years. Since September 2004, 3,322 customers were provisioned similarly to the test lines and were overbilled a total of \$89,559.50 during this period.

If you have any questions or require additional information please feel free to contact me at 850-224-3963 or Debby Kampert of my staff at 813-483-2531.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Christian", written in a cursive style.

David Christian
Vice President
Regulatory Affairs Florida