

State of Florida



# Public Service Commission

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COMMISSION  
CLERK

**DATE:** October 19, 2006

**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 *PKW*

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

On April 3, 2006, Docket No. 060311-TL was established to investigate and determine the appropriate method for issuing Service Guarantee Credits to all affected customers of BellSouth Telecommunications, Inc. By Order No. PSC-06-0473-PAA-TL, the Commission accepted BellSouth Telecommunications, Inc.'s proposal to issue Service Guarantee Credits, plus interest, to all affected customers for missed installation commitments and repairs and to contribute any unclaimed credits to the Lifeline Community Service Fund. The Commission further ordered BellSouth Telecommunications, Inc. to submit a final report to staff within 90 days after the issuance of the Consummating Order identifying the total amount of interest that was calculated and issued by BellSouth Telecommunications, Inc. 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 credits, and the amount of any unclaimed credits, including interest.

BellSouth Telecommunications, Inc. has issued credits to the affected customers for missed installation commitments and repairs. The company also submitted the final report to staff within 90 days of the issuance of the Consummating Order and has contributed all unclaimed credits to the Lifeline Community Service Fund. Staff has determined that BellSouth Telecommunications, Inc. has complied with the provisions of the Commission's Orders, therefore this docket should be closed administratively.

*OK to close 10/20/06 BWS*

DOCUMENT NUMBER-DATE

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