

Section 1 - Bureau of Records Complete

Docket No. 060311-TL Date Docketed: 04/03/2006 Title: Investigation and determination of appropriate method for issuing Service Guarantee Credits to all affected customers of BellSouth Telecommunications, Inc.

Company: BellSouth Telecommunications, Inc.

Official Filing Date: \_\_\_\_\_ Expiration: \_\_\_\_\_

Last Day to Suspend: \_\_\_\_\_

Referred to:

CCA	(CMP)	ECR	GCL	PIF	RCA	SCR	SGA
	X		X				

("O" indicates OPR)

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module A18

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT  
IT IS TENTATIVE AND SUBJECT TO REVISION.  
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments

OPR Staff

Current CASR revision level

Due Dates

Previous Current

	1.			
	2.			
	3.			
	4.			
	5.			
	6.			
	7.			
<u>Staff Counsel</u>	8.			
	9.			
<u>OCRs</u>	10.			
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<u>Recommended assignments for hearing and/or deciding this case:</u>	30.			
	31.			
	32.			
<u>Full Commission</u> _____ <u>Commission Panel</u> _____	33.			
<u>Hearing</u> _____ <u>Staff</u> _____	34.			
	35.			
<u>Date filed with CCA:</u> _____	36.			
	37.			
<u>Initials OPR</u> _____	38.			
<u>Staff Counsel</u> _____	39.			
	40.			

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	ED	DS	AR	CT	TW		

Prehearing Officer

Commissioners					ADM
ED	DS	AR	CT	TW	

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: \_\_\_\_\_  
Date: DOCUMENT NUMBER DATE

11819 DEC 28 08

Section 1 - Bureau of Records Completes

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("O" indicates OPR)

	X		X				
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Section 2 - OPR Completes and returns to CCA in 10 workdays.

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Staff Assignments

OPR Staff	Staff Assignments	Due Dates	Due Dates	
			Previous	Current
	K Curry, C Lewis	<input type="checkbox"/> Current CASR revision level		
		1. Staff Recommendation	NONE	05/04/2006
		2. Agenda	NONE	05/16/2006
		3. PAA Order	NONE	06/05/2006
		4. Consummating Order if No Protest	NONE	06/29/2006
		5. Close Docket or Revise CASR	NONE	12/29/2006
		6.		
		7.		
Staff Counsel	K Scott	8.		
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OCRs		10.		
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Recommended assignments for hearing and/or deciding this case:

Full Commission  Commission Panel \_\_\_\_\_  
 Hearing \_\_\_\_\_ Staff \_\_\_\_\_

Date filed with CCA: 04/17/2006

Initials OPR \_\_\_\_\_  
 Staff Counsel \_\_\_\_\_

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	ED	DS	AR	CT	TW		
X							

Prehearing Officer

Commissioners					ADM
ED	DS	AR	CT	TW	
					X

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: EDI  
 Date: 04/17/2006

Kay Flynn

060311-TL

**From:** Todd Brown  
**Sent:** Thursday, May 04, 2006 4:56 PM  
**To:** All PSC Staff; Commissioners & Staffs  
**Subject:** PSC Staff Recommends BellSouth Credit Customers \$456,800

A news release was distributed to the daily newspapers this afternoon, 5/4/06, and is available on the PSC web site:

<http://www.psc.state.fl.us/general/news/pressrelease.cfm?release=79>

5/4/2006

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK



State of Florida  
**Public Service Commission**  
**NEWS RELEASE**

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May 4, 2006

Contact: 850-413-6482

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**PSC Staff Recommends BellSouth Credit Customers \$456,800**

**TALLAHASSEE** — BellSouth should issue credits totaling \$456,800, plus interest, to residential customers who experienced service problems according to a Florida Public Service Commission (PSC or Commission) staff recommendation filed Thursday.

The credits would be issued to all affected customers for missed commitments for installation of primary service and for failure to complete repairs within twenty-four hours.

During the course of a service quality evaluation, Commission staff determined that BellSouth failed to issue some service guarantee credits to eligible customers. BellSouth later determined that the missing credits were the result of a programming error.

Staff's non-binding recommendation will be considered by the Commission at its regularly scheduled Agenda Conference meeting May 16, during which it may accept, reject or modify the recommendation.

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Website - <http://www.floridapsc.com>  
Kevin Bloom, Director, Office of Public Information  
Additional Press Contact: Todd Brown  
2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850

**Kay Flynn**

060311

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**From:** Todd Brown

**Sent:** Friday, May 12, 2006 12:30 PM

**To:** All PSC Staff; Commissioners & Staffs

**Subject:** Items of Interest at Upcoming Agenda Conference 5/16/06

A news release was distributed to the daily newspapers this morning, 5/12/06, and is now available on the PSC web site:

<http://www.psc.state.fl.us/general/news/pressrelease.cfm?release=83>

6/13/2006



State of Florida  
**Public Service Commission**  
**NEWS RELEASE**

May 12, 2006

Contact: 850-413-6482

**Items of Interest at Upcoming Agenda Conference 5/16/06**

**TALLAHASSEE** — The following items are among those scheduled for consideration by the Commission at the May 16, 2006, Agenda Conference:

**ITEM 5: DOCKET NO. 060311-TL – INVESTIGATION AND DETERMINATION OF APPROPRIATE METHOD FOR ISSUING SERVICE GUARANTEE CREDITS TO ALL AFFECTED CUSTOMERS OF BELL SOUTH TELECOMMUNICATIONS, INC.** The Commission will consider a staff recommendation on whether to accept a BellSouth proposal to issue credits totaling \$456,800, plus interest, to residential customers who experienced service problems.

**ITEM 6: DOCKET NO. 050938-TP – JOINT APPLICATION FOR APPROVAL OF TRANSFER OF CONTROL OF ALLTEL FLORIDA, INC., HOLDER OF ILEC CERTIFICATE NO. 10 AND PATS CERTIFICATE NO. 5942, FROM ALLTEL CORPORATION TO VALOR COMMUNICATIONS GROUP, AND FOR WAIVER OF CARRIER SELECTION REQUIREMENTS OF RULE 25-4.118, F.A.C., DUE TO TRANSFER OF LONG DISTANCE CUSTOMERS OF ALLTEL COMMUNICATIONS, INC. TO ALLTEL CORPORATE HOLDING SERVICES, INC.** The commission will address a staff recommendation on the transfer of control of ALLTEL Florida, Inc. from Alltel Corporation to Windstream Corporation and waiver of the carrier selection requirements in Rule 25-4.118, Florida Administrative Code, to facilitate the orderly transfer of long distance customers of ACI to Alltel Holding Corporate Services, Inc.

**ITEM 13:**

**DOCKET NO. 050805-EQ – PETITION FOR APPROVAL OF NEW STANDARD OFFER FOR PURCHASE OF FIRM CAPACITY AND ENERGY FROM RENEWABLE ENERGY FACILITIES AND APPROVAL OF TARIFF SCHEDULE REF-1, BY GULF POWER COMPANY.**

**DOCKET NO. 050806-EQ – PETITION FOR APPROVAL OF RENEWABLE ENERGY TARIFF AND STANDARD OFFER CONTRACT, BY FLORIDA POWER & LIGHT COMPANY.**

**DOCKET NO. 050807-EQ – PETITION FOR APPROVAL OF AMENDED STANDARD OFFER CONTRACT TARIFF AND RENEWABLE ENERGY TARIFF, BY PROGRESS ENERGY FLORIDA, INC.**

**DOCKET NO. 050810-EQ – PETITION FOR APPROVAL OF STANDARD OFFER CONTRACT FOR SMALL QUALIFYING FACILITIES AND PRODUCERS OF RENEWABLE ENERGY, BY TAMPA ELECTRIC COMPANY.** The Commission will take up a staff recommendation addressing whether the renewable standard offer contracts filed by Gulf Power Company, Florida Power and Light, Progress Energy Florida, and Tampa Electric Company should be approved.

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Website - <http://www.floridapsc.com>  
Kevin Bloom, Director, Office of Public Information  
Additional Press Contact: Todd Brown  
2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850

Matilda Sanders

*PSC-06-0473-PAA-T2*

**From:** Patti Zellner  
**Sent:** Monday, June 05, 2006 9:57 AM  
**To:** CCA - Orders / Notices  
**Subject:** Order / Notice Submitted

**Date and Time:** 6/5/2006 9:56:00 AM  
**Docket Number:** 060311-TL  
**Filename / Path:** 060311or.ks.doc

*1/0*

NOTICE OF PROPOSED AGENCY ACTION  
ORDER APPROVING PROPOSAL TO ISSUE CREDITS

Matilda Sanders

PSE-06-0576-CO-TL

**From:** LaSandra Givens  
**Sent:** Friday, June 30, 2006 10:02 AM  
**To:** CCA - Orders / Notices  
**Subject:** Order / Notice Submitted

**Date and Time:** 6/30/2006 10:00:00 AM

060033-TX 060033CO.TLT.DOC  
060311-TL 060311CO.KS.DOC  
060320-TS 060320CO.TLT.DOC

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CONSUMMATING ORDER