

BellSouth Telecommunications, Inc.  
Florida Public Service Commission  
Docket No. 060650-TL  
Staff's 1st Request for Production  
October 20, 2006  
Item No. 2  
Attachment A

**ATTACHMENT A TO  
REQUEST FOR PRODUCTION,  
ITEM NO. 2**

**REDACTED**

CMP \_\_\_\_\_  
COM \_\_\_\_\_  
CTR \_\_\_\_\_  
ECR \_\_\_\_\_  
GCL \_\_\_\_\_  
OPC \_\_\_\_\_  
RCA \_\_\_\_\_  
SCR \_\_\_\_\_  
SGA \_\_\_\_\_  
SEC | \_\_\_\_\_  
OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION OF PUBLIC UTILITIES

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CASE #: FL0605363 Type: PSC

**URGENT! Executive Appeal**

From: cook, Vanessa Phone 404-986-1420  
Email: Fax:

Related Case #	FCC Case #	PSC Case #	Feedback to State Appeals Office by	Feedback to HQ Appeals Office by	Subsequent Date
		705066T	07/21/2006		
Date Printed	Date Created				
11/29/2006	07/18/2006				

FL0605363

195.02

Customer Name:

Account #:

Turf: SOUTH FLORIDA

Address:

Complainant:

Call Back Name & No.: SAME

Commitment to call customer by: 7-19-06

**COMPLAINT**

SEE ATTACHED IN WHICH CUSTOMER DISPUTE LONG DISTANCE RATES.

**COMMENT**

**ISSUE DETAILS**

Referred To: Consumer-Regional  
Group: BELLSOUTH LONG DISTANCE  
Cause Code: BELLSOUTH LONG DISTANCE  
Disposition

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CASE #: FL0605363 Type: PSC

ISSUE DETAILS

07-19-06 Appeal assigned to Stacy Moore 866 232-9733

Adjustments given by (Stacy Moore): \$345.27  
Orders issued by (Stacy Moore): None

BEFORE THE APPEAL

What happened to cause the appeal?

On 01/26/06 bill the MCI charges totaled \$245.00

AFTER THE APPEAL

On 07/19/06 Jason (Spanish Translator) contacted

How was the appeal resolved? advised that they are disputing the international rate to Cuba. Jason advised that Ms. Moore will re-rate the calls at the BellSouth rate and contact her back.

On 07/20/06 Ms. Moore re-rated the MCI calls to \$.86 a minute for calls to Cuba and \$.15 a minute for calls to the Dominican Republic. The credit totaled \$198.45 before taxes. also disputed charges by Enhanced Billing, Inc. for a voicemail service. Ms. Moore final recoured the charges back. It totaled \$146.82. This covered billing from October 2005 through June 2006. The total amount credited was \$345.27.

On 07/20/06 Mr. Medina (Spanish Translator) contacted Mr. He explained the credits to Mr. Medina also explained to that Enhanced Billing, Inc. has the option to re-bill her for the charges if they find that they are valid.

When was the appeal resolved? – 07/20/06

Who contacted the customer? – Stacy Moore, Customer Care Specialist

Are there any issues unresolved? – No

Who should be called if additional information is required? – Customer Care Group at 866 232-9733

Case Closed.

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Referred To: Consumer-Regional  
Group: Carrier  
Cause Code: TOLL CALL DISPUTE  
Disposition

© **BELLSOUTH**

**CASE #:** FL0605363      **Type:** PSC

**ISSUE DETAILS**

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**Referred To:** Consumer-Regional

**Group:** Carrier

**Cause Code:** UNAUTHORIZED CONNECTION / DISCONNECTION OF SVCS (DNO)

**Disposition**

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	<b>Category Type</b>	<b>Official</b>	<b>Written</b>	<b>MSA</b>	<b>Close Date</b>
For CCB use: Appeal	Residence	Yes	Yes	Yes	07/21/2006

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CASE #: FL0606455 Type: PSC

**URGENT! Executive Appeal**

From: cook, Vanessa Phone 404-986-1420  
Email: Fax:

Related Case #	FCC Case #	PSC Case #	Feedback to State Appeals Office by	Feedback to HQ Appeals Office by	Subsequent Date
		710272T	09/05/2006		
Date Printed	Date Created				
11/29/2006	08/31/2006				

FL0606455

195.02

**Customer Name:**

**Account #:**

Turf: CENTRAL FL

Address:

Complainant:

Call Back Name & No.:

Commitment to call customer by:

**COMPLAINT**

The customer called the PSC claiming that he recently found out that his telephone account was crammed by Enhanced Billing Services Inc on behalf of Residential Email LLC without his authorization. He claims that he does not have a computer, but his girlfriend had used his telephone number to obtain Internet service via AOL. However, he says that AOL's Internet service was disconnected in November 2005. He further claimed that since he has paid for the Internet charges except this month's charges, he wants BellSouth to issue a refund for the unauthorized charges that he paid to BellSouth. Then the customer claimed he found out that BellSouth billed his account for Privacy Director charges since 2004 without his authorization. When stated that he terminated his service with BellSouth on 8-30-06, and wants a refund for the unauthorized charges. Please investigate, contact the customer and provide a report. Thanks.

**COMMENT**

**ISSUE DETAILS**

Referred To: Consumer-Regional

Group: Carrier

Cause Code: CRAMMING

Disposition

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CASE #: FL0606455 Type: PSC

ISSUE DETAILS

09-01-06 Appeal assigned to B McCaslin in Consumer Appeals at 866 232 9733 for investigation

Adjustments given by B McCaslin: RDU \$113.51 Enhanced Billing  
Orders issued by B McCaslin: NONE

BEFORE THE APPEAL

What happened to cause the appeal?

The customer has no PIC or LPIC.  
There is no block against 3rd party billing

Privacy director was put on the account on 10-20-04 at the same time that caller ID was added. There is no indication that the customer ever requested the removal of privacy director.

There have been several months where charges were billed from Enhanced billing (c00078)

11-22-05	30.86
01-22-06	16.53
02-22-06	16.53
03-22-06	33.06
05-22-06	16.53
06-22-06	16.08 adjusted previously

The service was disconnected for non payment on 08-14-06

AFTER THE APPEAL

How was the appeal resolved?

09-01-06 Ms McCaslin called [redacted] to advise that the charges from Enhanced billing would be sent back to them in final dispute. [redacted] got very irate and started calling all Bellsouth employees derogatory names, Ms McCaslin apologized to [redacted] but advised that if he did not dispute the charges BellSouth would not know that they were not legitimate. Ms McCaslin advised [redacted] that Privacy director was added to the account in October 2004 and that even when he made changes to his account he did not request it's removal. [redacted] should have called to have the service removed. No adjustments are warranted for the privacy directory and [redacted] is not happy about that.

When was the appeal resolved? 09-01-06

Who contacted the customer? – Bonnie McCaslin

Are there any issues unresolved? – NO, but the customer does like the resolution

Who should be called if additional information is required? – Consumer Appeals at 866 232 9733

Case closed

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**CASE #:** FL0606455      **Type:** PSC

**ISSUE DETAILS**

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**Referred To:** Consumer-Regional

**Group:** Sales Centers

**Cause Code:** UNAUTHORIZED CONNECTION / DISCONNECTION OF SVCS (DNO)

**Disposition**

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	<b>Category Type</b>	<b>Official</b>	<b>Written</b>	<b>MSA</b>	<b>Close Date</b>
For CCB use: Appeal	Residence	Yes	No	Yes	09/21/2006

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The Billing Resource (0402)  
Intellicom Msgr

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CASE #: FL0604282 Type: PSC

URGENT! Executive Appeal

From: cook, Vanessa  
Email:

Phone 404-986-1420  
Fax:

Related Case #

FCC Case #

PSC Case #  
700485T

Date Printed  
11/29/2006

Date Created  
06/06/2006

Feedback to State  
Appeals Office by  
06/09/2006

Feedback to HQ  
Appeals Office by

Subsequent  
Date

FL06282

195.02

Customer Name:

Account #:

Turf: CENTRAL FL

Address:

Complainant:

Call Back Name & No.:

Commitment to call  
customer by:

#### COMPLAINT

The customer filed a complaint with the PSC stating that she was overcharged on her bill. See faxed customer letter. Please investigate, contact the customer and provide report. Thanks. (lrb)

#### COMMENT

#### ISSUE DETAILS

Referred To: Consumer-Regional

Group: Carrier

Cause Code: BALANCE DISPUTE - FINAL BILL

Disposition



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CASE #: FL0604282 Type: PSC

ISSUE DETAILS

06-07-06 Appeal assigned to Delorese Hendrix Customer Care 866 232-9735

Adjustments given by Danielle Dixon:\$17.31  
Orders issued by

BEFORE THE APPEAL

What happened to cause the appeal? – Our investigation reveals a final account for telephone number [redacted]. The account is billed in the name of [redacted]. The account was credited a total of \$82.77 for error in billing on the BellSouth Long Distance. The service was connected January 10, 2006 and disconnected April 1, 2006.

AFTER THE APPEAL

How was the appeal resolved? – On June 7, 2006 Ms Hendrix could not call [redacted] as no contact number on the complaint. Ms Hendrix called the number from the credit information and left a message on the voicemail.

06-08-06 Ms. Dixon received an inbound call from [redacted] who was calling because of a letter received. Ms. Dixon advised of the charges that are left as a balance on the account. [redacted] states she spoke to IGT who agreed the charges were billed to her account in error. Ms. Dixon sent the charges back to IGT as a final recourse to remove the charges. Ms. Dixon issued a courtesy adjustment of \$2.98 to zero out the balance. [redacted] advised to please note she will not make any more calls regarding bills or money owed. [redacted] wants all correspondence handled through the PSC. Ms. Dixon advised will note as requested.

When was the appeal resolved? – 06-08-06

Who contacted the customer? – Delorese Hendrix

Are there any issues unresolved? – No

Who shall be called if additional information is needed.  
Customer Care at 866-232-9733

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CASE #: FL0604282 Type: PSC

ISSUE DETAILS

Referred To: COLL-RES  
Group: Collection Centers  
Cause Code: BALANCE DISPUTE - FINAL BILL

Disposition

6/06/06 Appeal being handled by B Casey 615 214-7345.

BEFORE THE APPEAL

Our records indicate the account was disconnected 4/01/06 at the customer's request.

4/02/06 a final bill rendered with a balance of 20.54 due by 4/24/06.

4/28/06 BST Long Distance adjusted 7.01 leaving a balance of 13.53. as advised to contact Integretel regarding the Voicemail charges.

5/02/06 a revised final bill rendered with additional charges of 2.51 bringing the balance to 16.04.

5/19/06 Albany RSC received correspondence regarding the Integretel charges. A letter was sent requesting the customer call the business office by 5/30/06 to discuss.

5/24/06 Albany RSC received another letter from the customer disputing the bill and a letter was sent requesting the customer call the business office by 6/09/06.

AFTER THE APPEAL:

6/06/06 b Casey made the account permanent no treat and added sensitive and query indicators to prevent any collection activity.

6/13/06 Currently the bill has a credit balance of 2.78. B Casey noted all records. Appeal is closed.

	Category Type	Official	Written	MSA	Close Date
For CCB use: Appeal	Residence	Yes	Yes	Yes	06/23/2006

6/13/06 Currently the bill has a credit balance of 2.78.  
B. Casey noted all records. Appeal closed.

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CASE #: FL0602378 Type: PSC

**URGENT! Executive Appeal**

From: cook, Vanessa  
Email:

Phone 404-986-1420  
Fax:

Related Case #	FCC Case #	PSC Case #	Feedback to State Appeals Office by	Feedback to HQ Appeals Office by	Subsequent Date
		692635T	03/27/2006		
Date Printed	Date Created				
11/29/2006	03/22/2006				

FL0602378

195.02

**Customer Name:**

**Account #:**

Turf: BROWARD FL

Address:

Complainant:

Call Back Name & No.:

Commitment to call customer by:

**COMPLAINT**

The customer called the PSC claiming that he has been charged \$16.53 for a while billed by The Billing Resource on behalf of Intelicom Messaging. He claims he did not authorize the charges for voicemail. Customer claims he does not know how long they have been charging him, but he wants to be reimbursed for the charges he has paid. Please investigate, contact the customer and provide a report. Thanks.

**COMMENT**

**ISSUE DETAILS**

Referred To: Consumer-Regional

Group: Carrier

Cause Code: CRAMMING

Disposition

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CASE #: FL0602378 Type: PSC

ISSUE DETAILS

03-23-06 Appeal assigned to Ruth Wagner 866 232-9733

Adjustments given by (Ruth Wagner): \$196.16  
Orders issued by (Ruth Wagner): None

BEFORE THE APPEAL

What happened to cause the appeal?

Our investigation reveals no prior inquiries to dispute the calls in question.

AFTER THE APPEAL

How was the appeal resolved?

03-23-2006 Mrs Wagner reviewed the account, and determined the billing for the calls in question total \$196.16, starting with the April 2, 2005 statement. Mrs Wagner issued a final recourse in the full amount, \$196.16, and sent the calls back to the carrier for investigation. In addition, Mrs Wagner issued an order to add Third party bill block, effective March 23, 2006. Mrs Wagner called [redacted] today at 11:27am, and reached a busy signal. Mrs Wagner called [redacted] at 5:01pm, and reached a fax tone.

03-25-2006 Mrs Wagner called [redacted] today, and again reached a fax tone. The following letter was sent to close the appeal:

March 25, 2006

Re: Telephone account [redacted]

Dear [redacted]

I have attempted unsuccessfully to contact you regarding your recent inquiry to the Florida Public Service Commission. Customer service is vital to the success of our business, and we value your concerns.

I have reviewed your account, and determined the billing for Integretel, on behalf of Intelicom Messaging began with the April 2, 2005 statement, and continued through March 2, 2006. I have issued a recourse adjustment where the charges are credited to your BellSouth account, and sent back to the carrier for further investigation. The adjustment amount, \$196.16 has posted to your account. The carrier may pursue independent collection activity directly. In addition, I have placed a block on your BellSouth account so this carrier may no longer bill through BellSouth for these charges.

We appreciate your choice of BellSouth to meet your communications needs, and look forward to exceeding your future expectations. If I can be of further assistance, please contact me Monday through Friday at the toll

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**CASE #:** FL0602378

Type: PSC

**ISSUE DETAILS**

Mrs. Ruth Wagner  
Customer Care Specialist  
(866) 232-9733

When was the appeal resolved? –

Who contacted the customer? –

Are there any issues unresolved? –

Who should be called if additional information is required? –

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	<b>Category Type</b>	<b>Official</b>	<b>Written</b>	<b>MSA</b>	<b>Close Date</b>
For CCB use: Appeal	Residence	Yes	No	Yes	03/27/2006

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CASE #: FL0604558 Type: Misc/Non-Officer

**URGENT! Executive Appeal**

From: cook, Vanessa Phone 404-986-1420  
Email: Fax:

Related Case # FCC Case # PSC Case #

Date Printed	Date Created	Feedback to State Appeals Office by	Feedback to HQ Appeals Office by	Subsequent Date
11/29/2006	06/15/2006	06/20/2006		

**Customer Name:**

**Account #:**

Turf: BROWARD FL

Address:

Complainant:

Call Back Name & No.:

Commitment to call customer by:

**COMPLAINT**

PSC INQUIRY/COURTESY CALL. The customer called the PSC claiming she is having a problem with cramming. She wants a third party billing block on her account. Please contact the customer and provide a report. Thanks.

**COMMENT**

**ISSUE DETAILS**

Referred To: Consumer-Regional

Group: Carrier

Cause Code: CRAMMING

Disposition

FL0604558

195.01



**CASE #:** FL0604558      **Type:** Misc/Non-Officer

**ISSUE DETAILS**

06-16-06 Appeal assigned to Delorese Hendrix Customer Care 866 232-9735

Adjustments given by (your name): \$0.00

Orders issued by Delorese Hendrix - CRFM9YQ8 due date 06-16-06

**BEFORE THE APPEAL**

What happened to cause the appeal? – Our investigation reveals [redacted] called into the business office on 06-14-06 to discuss the miscellaneous charge on the May 26th bill through IGT.

**AFTER THE APPEAL**

How was the appeal resolved? – On June 16, 2006 Ms Hendrix spoke with [redacted] and advised a block has been issued on her account to prevent miscellaneous charges and confirmed the \$16.53 charge has been credited.

When was the Appeal resolved? – On June 16, 2006

Who contacted the customer? – Delorese Hendrix

Are there any issues unresolved? – No

Who should be called if additional information is required? – 866 232-9733

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	<b>Category Type</b>	<b>Official</b>	<b>Written</b>	<b>MSA</b>	<b>Close Date</b>
For CCB use: Appeal	Residence	Yes	No	Yes	06/22/2006

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