

Marguerite Lockard

PSC-07-0399-PAA-TL

From: Jackie Schindler
Sent: Tuesday, May 08, 2007 10:26 AM
To: CLK - Orders / Notices; Patrick Wiggins; Melinda Watts
Subject: Order / Notice Submitted

Date and Time: 5/8/2007 10:25:00 AM
Docket Number: 070150-tl
Filename / Path: 070150paa2pkw.doc

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FPSC, CLK - CORRESPONDENCE		
<input checked="" type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input type="checkbox"/> Consumer
DOCUMENT NO. 10038-07		
DISTRIBUTION: _____		

A PAA ORDER APPROVING PROPOSAL CONCERNING OVERDUE REFUNDS has been moved to GC Orders for issuance today.

Thanks.

js

Jacqueline Schindler
Office of the General Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
850-413-6754

1/0.

Kimberley Pena

070150 -TL

From: Donna Jones
Sent: Tuesday, April 10, 2007 10:06 AM
Subject: FLORIDA PUBLIC SERVICE COMMISSION ORDERS MORE THAN \$63,000 IN REFUNDS TO VERIZON CUSTOMERS

A press release was distributed to the media this morning, 4/10/07, and is available on the website at the following link:

<http://www.psc.state.fl.us/home/news/index.aspx?id=248>

ADMINISTRATIVE

DOCUMENT NUMBER-DATE

10038 NOV-5 07

FPSC-COMMISSION CLERK

4/10/2007



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

4/10/2007

Contact: 850-413-6482

**FLORIDA PUBLIC SERVICE COMMISSION ORDERS MORE THAN
\$63,000 IN REFUNDS TO VERIZON CUSTOMERS**

TALLAHASSEE — The Florida Public Service Commission (PSC) today directed Verizon Florida LLC (Verizon) to refund approximately \$63,000 to the company's customers. According to the results of a recent PSC service quality inspection, Verizon failed to issue rebates to thousands of qualified customers between June 1, 2005, and February 7, 2007.

"The Commission regularly conducts comprehensive service quality inspections of Florida's regulated telecommunications carriers to ensure ratepayers are receiving safe, affordable, and reliable service," said PSC Chairman Lisa Polak Edgar. "PSC staff work diligently to identify areas of concern for consumers and guide service providers Appropriately."

As a part of the PSC service quality evaluation program, staff discovered that Verizon did not automatically issue rebates to customers who experienced more than 24 hours of interrupted service. Verizon's subsequent investigation revealed a number of factors contributed to the missed rebates, including programming and human errors.

At the PSC's direction, Verizon has corrected the software errors and retrained its employees. Commissioners today approved the company's refund proposal, which is estimated to take six months to complete. Verizon will begin issuing the credits during the first billing cycle in April 2007. Based on the average credit per customer, Verizon estimates the total refund amount to be approximately \$63,000. Verizon will report the actual total of the rebates in its final report to be submitted to the PSC by November 15, 2007.

The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. The PSC exercises regulatory authority over utilities in the areas of rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and service.

For additional information, visit www.floridapsc.com.

Section 1 - Bureau of Records Completes

Docket No. 070150-TL Date Docketed: 03/08/2007 Title: Investigation and determination of appropriate method for issuing time-out-of-service credits to all affected customers of Verizon Florida LLC.

Company: Verizon Florida LLC.

DOCUMENT NO. DATE

10038-07 11/05/07
FPSC - COMMISSION CLERK

Official Filing Date: _____ Expiration: _____

Last Day to Suspend: _____

Referred to:

(*O* indicates OPR)

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

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.			
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Staff Counsel	8.			
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OCRs	10.			
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Recommended assignments for hearing and/or deciding this case:	30.			
	31.			
	32.			
Full Commission ___ Commission Panel ___	33.			
Hearing Examiner ___ Staff ___	34.			
	35.			
Date filed with CCA: _____	36.			
	37.			
Initials OPR _____	38.			
Staff Counsel _____	39.			
	40.			

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	ED	CT	MM	C1	C2		

Prehearing Officer

Commissioners					ADM
ED	CT	MM	C1	C2	

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: _____

Section 1 - Bureau of Records Complete

Docket No. 07Q150-TL Date Docketed: 03/08/2007 Title: Investigation and determination of appropriate method for issuing time-out-of-service credits to all affected customers of Verizon Florida LLC.

Company: Verizon Florida LLC.

Official Filing Date: _____

Expiration: _____

Last Day to Suspend: _____

Referred to:

ADM (CMP) ECR GCL PIF RCA SCR SGA

(*O) indicates OPR

	X		X					
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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

M Watts, P Vickery

Current CASR revision level

Due Dates
Previous Current

Staff Counsel

P Wiggins

OCRs

		NONE	
1.	Staff Recommendation	NONE	03/29/2007
2.	Agenda	NONE	04/10/2007
3.	PAA Order	NONE	04/30/2007
4.	Close Docket or Revise CASR	NONE	12/19/2007
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Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel
Hearing Examiner Staff

Date filed with CCA: 03/14/2007

Initials OPR _____

Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	ED	CT	MM	CI	C2		
X							

Prehearing Officer

Commissioners					ADM
ED	CT	MM	C1	C2	
					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: _____
Date: 03/14/2007