

State of Florida



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# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

COMMISSION  
CLERK

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** March 11, 2009  
**TO:** Ann Cole, Commission Clerk - PSC, Office of Commission Clerk  
**FROM:** Melinda H. Watts, Engineering Specialist III, Division of Regulatory Compliance *MHW*  
**RE:** Docket No. 090106-TX - Investigation and determination of appropriate method for refunding apparent overcharges by Image Access, Inc. d/b/a NewPhone, Inc. due to overbilling on TASA fees.

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Please add the attached request for interest calculations on overcharges by Image Access, Inc. d/b/a NewPhone, Inc. to the subject docket file.

DOCUMENT NUMBER-DATE

02146 MAR 11 8

FPSC-COMMISSION CLERK



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** March 6, 2009  
**TO:** Andrew L. Maurey, Public Utilities Supervisor, Division of Economic Regulation  
**FROM:** Melinda H. Watts, Engineering Specialist III, Division of Regulatory Compliance *MHW*  
**RE:** Docket No. pending - Investigation and determination of appropriate method for refunding apparent overcharges by Image Access, Inc. d/b/a NewPhone, Inc. due to overbilling on TASA fees.

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Staff is requesting a refund and interest calculation on the following information:

1. Time period in which the overcharges occurred: September 2006 through October 2008.
2. Number of customers that were affected: see attached sheet.
3. Amount of overcharges: \$2,164.16.
4. Time period in which refunds to customers will occur: April 2009.
5. Agenda Conference staff's recommendation will appear: April 7, 2009.

The company's summary spreadsheet detailing the monthly overcharges is attached.

DOCUMENT NUMBER-DATE

02146 MAR 11 8

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Month	Count	Rate	Billed Rate	Difference
Dec 08	635	0.11	0.11	0
Nov 08	446	0.11	0.11	0
Oct 08	573	0.11	0.23	68.76
Sep 08	569	0.11	0.23	68.28
Aug 08	540	0.11	0.23	64.8
Jul 08	570	0.11	0.23	68.4
Jun 08	560	0.11	0.23	67.2
May 08	604	0.11	0.23	72.48
Apr 08	670	0.11	0.23	80.4
Mar 08	704	0.11	0.23	84.48
Feb 08	753	0.11	0.23	90.36
Jan 08	797	0.11	0.23	95.64
Dec 07	716	0.11	0.23	85.92
Nov 07	780	0.11	0.23	93.6
Oct 07	782	0.11	0.23	93.84
Sep 07	739	0.11	0.23	88.68
Aug 07	781	0.11	0.23	93.72
Jul 07	792	0.11	0.23	95.04
Jun 07	862	0.15	0.23	68.96
May 07	916	0.15	0.23	73.28
Apr 07	933	0.15	0.23	74.64
Mar 07	1045	0.15	0.23	83.6
Feb 07	949	0.15	0.23	75.92
Jan 07	1069	0.15	0.23	85.52
Dec 06	1063	0.15	0.23	85.04
Nov 06	1129	0.15	0.23	90.32
Oct 06	1288	0.15	0.23	103.04
Sep 06	1403	0.15	0.23	112.24
				2164.16