



Public Service Commission

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COMMISSION
CLERK

DATE: November 10, 2009

TO: Ann Cole, Commission Clerk - PSC, Office of Commission Clerk

FROM: Beth W. Salak, Director, Division of Regulatory Analysis
Adam J. Teitzman, Attorney Supervisor, Office of the General Counsel

RE: Docket No. 090057-TL - Investigation and determination of appropriate method for issuing time-out-of-service credits to all affected customers of Windstream Florida, Inc.

On May 26, 2009, the Commission issued Proposed Agency Action (PAA) Order No. PSC-09-0359-PAA-TL, made final and effective by Consummating Order (CO) No. PSC-09-0457-CO-TL, issued on June 22, 2009, in Docket No. 090057-TL. The PAA Order approved Windstream Florida, Inc.'s (Windstream's) proposal to issue a refund to affected customers for failing to issue automatic rebates to customers who experienced out-of-service conditions for more than 24 hours, as required by Rule 25-4.110(6), Florida Administrative Code, from July 2006 through June 2008. The PAA Order also directed Windstream to submit a report and any amount due to customers who cannot be located to the Commission by September 30, 2009.

Windstream submitted its final report on September 30, 2009, and a check in the amount of \$2.31 on October 26, 2009, which will be deposited in the General Revenue Fund. Staff reviewed the report and determined that Windstream has complied with the terms of the PAA Order. Therefore, this docket should be closed administratively.

cc: Timisha Brooks (GCL)
Penelope Buys (SSC)
Melinda Watts (RAD)

*OK to close
11-12-09
M/T*

DOCUMENT NUMBER-DATE

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