



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-

DATE: June 1, 2010

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

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

RE: Closure of Docket No. 080278-TL: Joint petition for show cause proceedings against Verizon Florida LLC for apparent violation of Rule 25-4.070, F.A.C., Customer Trouble Reports, and impose fines, by the Office of the Attorney General, Citizens of the State of Florida, and AARP.

On May 15, 2008, Attorney General Bill McCollum (Attorney General), the Citizens for the State of Florida (Citizens), and AARP, (collectively, the Petitioners) filed a joint petition requesting that the Florida Public Service Commission (Commission) issue a Show Cause Order against Verizon Florida LLC (Verizon) requiring Verizon to show cause why it should not be penalized approximately \$6.5 million for the company's apparent violation of Rule 25-4.070, F.A.C., Customer Trouble Reports.

On October 28, 2009, Verizon and the Petitioners filed a joint motion seeking our approval of a settlement agreement. The settlement agreement, jointly entered by Verizon and the Petitioners, offered to resolve the apparent violations of Rule 25-4.070, F.A.C., that occurred during 2007 and the first three quarters of 2008, and Issues 1 and 3 in Docket 080234-TP.

By Order No. PSC-09-0782-AS-TP, issued November 19, 2009, the Commission accepted the joint settlement agreement by Verizon and the Petitioners and ordered Verizon to issue credits totaling \$1.75 million to residential local exchange telecommunications services customers, contribute \$125,000 to the General Revenue Fund, \$125,000 to promote the Lifeline and Linkup programs, and to provide Lifeline discounts to all eligible customers who request the discount and receive regulated telecommunications service packages. Verizon was also ordered to provide a final report no later than May 15, 2010, verifying that the company has issued the customer credits. The Commission ordered that this docket shall be closed administratively upon receipt of the \$125,000 payment and submission of Verizon's final report.

On January 28, 2010, Verizon submitted the \$125,000 payment. On March 23, 2010, Verizon submitted the final report verifying that the company has issued the customer credits. Therefore, this docket should be closed.

TLT
cc: Rosanne Gervasi
Kiwanis Curry

OK to close
6-1-10
TLT

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DOCUMENT NUMBER-DATE

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