



Public Service Commission

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[Signature]

DATE: August 8, 2011

TO: Ann Cole, Commission Clerk, 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. 100027-TL - Investigation and determination of appropriate method for refunding apparent rebates not provided by Quincy Telephone Company d/b/a TDS Telecom/Quincy Telephone as required by rule and/or tariff.

On March 16, 2011, the Commission issued Proposed Agency Action (PAA) Order No. PSC-11-0169-PAA-TL, made final and effective by Consummating Order (CO) No. PSC-11-0192-CO-TL, issued April 11, 2011, in Docket No. 100027-TL. The PAA Order approved Quincy Telephone Company d/b/a TDS Telecom/Quincy Telephone's (TDS's) proposal to issue time-out-of-service and failure to meet new service installation commitment credits (customer refunds) from December 2006 to March 2010, and January 2007 to December 2009, respectively. The PAA Order directed TDS to submit a report and any unrefundable amount to the Commission by August 1, 2011.

The PAA Order required the company to issue a total customer refund in the amount of \$27,834.60. TDS submitted a final report and a check in the amount of \$2,616.14 on August 1, 2011. TDS reported that \$25,996.82 was refunded to customers through bill credits to existing customers and refund checks to former customers. A total of \$2,616.14 could not be refunded. Staff reviewed the report and determined that TDS has complied with the terms of the PAA Order. Therefore, this docket should be closed administratively.

cc: Larry Harris (GCL)
Paul Lowery (RAD)
Andrew Maurey (ECR)
Connie Davis (ECR)

ok to close. 8/08/11 hms

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