

State of Florida



# 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:** May 23, 2019  
**TO:** Adam J. Teitzman, Commission Clerk, Office of Commission Clerk  
**FROM:** Samantha Cibula, Office of the General Counsel *SMC*  
**RE:** Docket No. 19990994-TP

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Please file the attached materials in the docket file listed above.

Thank you.

Attachment

RECEIVED-FPSC  
2019 MAY 23 PM 1:15  
COMMISSION  
CLERK



Frontier Communications

180 South Clinton Avenue  
Rochester, NY 14646

Michael Barrett  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399

October 15, 1999

Dear Mr. Barrett;

In regard to the proposed rule amendments mailed on August 30, 1999 from the Commission, ~~Frontier~~ Communications of the South, Inc. has no comments to make.

In regard to the rules currently in the rulemaking process, we have comments on ~~Docket #990994-TP~~. The proposed rules specifying detailed presentation of taxes is not flexible enough to allow differing forms of presentation. It is our belief that if taxes are clearly identified as to what they are and what services they relate to, that the exact presentation of taxes on the bill should not be prescribed by the Commission. We also feel that absent official FCC terminology for Federally regulated services, that no terminology should be mandated by one state commission. Frontier operates in many states and wishes to use consistent terminology in all states for these charges. If each state mandates a different description, it will cause confusion for customer service personnel and add unnecessary costs to the bill rendering process.

We would also like to see the requirement to use the word "unregulated" on the bill changed. We find from our customers that the words "regulated" and "unregulated" are not easily understood. We prefer to use the appropriate name for the particular service being rendered.

Thank you for your consideration.

Sincerely,

*Christine Burke*  
Christine Burke  
Senior Analyst, Regulatory  
Frontier Telephone Group

99 OCT 18 AM 9:09  
MAIL ROOM

RECEIVED  
FLORIDA PUBLIC  
SERVICE COMMISSION

RECEIVED

OCT 18 1999

CTJ



RECEIVED

99 JAN 29 AM 10:06

FLORIDA PUBLIC SERVICE COMMISSION  
DIVISION OF APPEALS

January 27, 1999

Ms. Diana Caldwell  
Division of Appeals  
Florida Public Service Commission  
2450 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Dear Ms. Caldwell:

This is to follow up on my previous correspondence with the Florida Public Service Commission regarding telephone companies that enter into contracts with customers after advertising the terms of such contracts, and then include some boilerplate in the contract that refers to tariffs that are not attached, specified, or explained. Subsequently, the company bills the customer based on the tariff and not per the specific contract and/or advertising.

The Florida Public Service Commission needs to maintain by edict, rule, or statute that tariffs do not supersede individual contracts to consumers and that tariffs referred to in a contract must be attached to the contract. Also, if tariffs are changed during the course of a contract, the contract should no longer be held as valid and consumers should be allowed an "out" from the contract.

A copy of this letter to Ms. Pam Johnson requests that a workshop regarding these issues be held in Gainesville. A copy of this letter to Mr. Victor Cordiano is for his information because he assisted me in a case where AT&T convinced me to enter into a long-term contract for long-distance service based on misrepresentations of its rates.

Sincerely,

Irvin N. Gleim

ING/kp

Enclosure: my letter of 7/20/98 to Mr. Victor Cordiano

cc: Ms. Pam Johnson  
Division of Consumer Affairs

Mr. Victor C. Cordiano, Sr.  
Division of Communications