

920260-TL

ATTACHMENT "B"

Two edited copies of the document with the confidential information deleted.

DOCUMENT NUMBER-DATE

02488 MAR-48

FPSC-RECORDS/REPORTING

Attachment "B"  
920260-TL

Wayne Tubaugh  
Late Filed Deposition

Exhibit # 1 (2)

03 / 193

DOCUMENT NUMBER-DATE

02488 MAR-48

FBI-RECORDS/REPORTING



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

**1991 BUSINESS**

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*Mary Jane*  
①

A BELL SOUTH Company

FOI B I O V

DOCUMENT NUMBER-DATE

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EPSC-RECORDS/REPORTING



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 August 6, 1991

2 MEMORANDUM TO: Stella Malloy  
3 FROM: Carmen Sola-Illonch  
4 RE:

5  
6  
7  
8  
CASE NO. 62167-P

Our investigation reveals that the customer called the Business Office on 7-16-91. He requested to have his service moved from a building into a construction trailer at the same address. Due to the service going into a trailer the order was issued with a non-appointed due date. The disconnect order was issued initially with a due date of 7-26 and subsequently changed to 7-30. On 7-30, the disconnect order was worked, leaving the customer without service on 4 of his 5 lines.

During the middle of the day the customer called the Business Office to complain about the fact that he had to provide conduit (as he was told by our installer) and he never stated that he was out of service. The commitment that the customer received was for a call back from Southern Bell regarding the conduit. An assistant manager attempted to contact the customer based on a call from the Business Office, however, there was no answer.

On 7-30, L. F. Abbott, Assistant Manager, was able to contact the customer at 5:10 PM and acknowledged the appeal. The customer told Mr. Abbott that his main concern was that he had been out of service most of the day and could not conduct business in a normal way. The service was restored at approximately 6 PM on 7-30.

On 7-31, the customer called the Business Office and canceled the service order. He stated that he would have his vendor do the work necessary to move the service to the trailer.

CASE REFERRAL

82

1  
 2 PSC CASE NUMBER 62167-P SAO CASE NUMBER C-2803-91  
 3 TAKEN BY MW TEL T TIME 3:20 LOGGED X CARD \_\_\_\_\_  
 4 FROM SM DATE 7-30 DUE BY 8-6 IBOSS \_\_\_\_\_ FIELD DD 22  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA \_\_\_\_\_ NO \_\_\_\_\_  
 10 COMPLAINT:

*Lat*

11 APPLIED FOR A T & F TO BE INSTALLED APPROX 75FT IN BACK OF OFFICE  
 12 IN A TRAILER. HE HAD 5 LINES AND  
 13 HE REQUESTED ELIMINATION OF THE LAST ONE AND TO KEEP  
 14 SERVICE ON UNTIL CONNECTED ON THE TRAILER. SB HAS ELIMINATED ALL  
 15 OF THE LINES EXCEPT THE . HE WANTS SERVICE BACK ON AND  
 16 SB SAID IT WOULD BE THE CUSTOMER'S RESPONSIBILITY TO RUN THE  
 17 CONDUIT FROM THE OFFICE TO THE TRAILER. HE HAS A COMMITMENT BY 4  
 18 O'CLOCK ON 7-31.

*C-2803*  
*with 500*  
*200*

REFD TO: Theresa TEL# 904-399-8593  
 FAX # \_\_\_\_\_ OM RRR DATE 7-30 TIME 4:00  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC JAX  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

VERIFIED AUG 7 1991

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Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 March 21, 1991

2 MEMORANDUM TO: Mike Dymek

3 FROM: Carmen Sola-Llonch

4 RE:  
5  
6  
7

8 CASE NO. 44790-P

9 This is with final reference to our interim report dated 3-14.

10 On 3-14, Mr. Rettig, Manager Engineering, contacted to  
11 verify everything was being done for the 3-19 service date.

12 On 3-19, service was released to the development. Mr. Rettig spoke  
13 with again to insure customers were pleased.



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 March 14, 1991

2 MEMORANDUM TO: Mike Dymek

3 FROM: Carmen Sola-Llonch

4 RE:  
5  
6  
7

8 CASE NO. 44790-P

9 Our investigation reveals that the initial sketch for structure  
10 requirements to serve this hi-rise building was issued by the  
11 Building Industry Consultant Group on 3-28-90.

12 On 8-7-90, an Outside Plant Engineer and a representative from the  
13 BIC group met with the electrical contractor to review the  
14 requirements.

15 On 1-3-91, they met with \_\_\_\_\_ was  
16 advised that grounds and mounted backboards were needed, also a  
17 circuit panel was needed on the main room, per BIC sketch dated  
18 3-28-90.

19 On 2-15 a building inspection revealed that grounds were missing on  
20 floors #1 and #6. It was agreed to use building steel for  
21 remaining terminals. Also a circuit breaker on floor #6 needed to  
22 be moved off of backboard. A memo was sent to \_\_\_\_\_ advising them  
23 that the support structures were not in place.

24 On 2-22, a second inspection revealed there were no grounds on  
25 floor #1. \_\_\_\_\_ was informed and he indicated it would be  
26 taken care of.

27 On 3-4, the Outside Plant Engineer was informed by Construction  
28 that on floor #6 the backboard had to be placed back on the wall.  
29 It had been removed by builder to allow the placement of a wall  
30 cable by Southern Bell. The backboard was placed on 3-4.

31 On 3-7, \_\_\_\_\_ spoke with the Feeder Administrator. He said he  
had been promised service by 3-1. The Feeder Administrator agreed  
to have someone call him the next AM.

On 3-8, the Engineer checked the status of a pending job order that would provide service to Mystic Pointe Tower 500. He was told the job was in progress. He was trying to obtain a commitment from our Construction group when the PSC appeal was received. Construction committed to an estimated completion date of 3-15 for the 1st through the 11th floors.

On 3-8, Mr. Butts, Outside Plant Engineer, contacted [redacted] and acknowledged the appeal. He advised [redacted] there was a service commitment of 3-19.

On 3-11, [redacted] called Mr. Butts asking when would he receive service. Again, the customer was given 3-19 date for floors #1 through #11.

A final response will be issued on 3-29.



CASE REFERRAL

1  
 2 PSC CASE NUMBER 44790-P SAO CASE NUMBER C-560-91  
 3 TAKEN BY W TEL TIME 0:00 LOGGED X CAR X *3/14 AM*  
 4 FROM D DATE 3-8 DUE BY 3-15 IBOSS FIELD DD JK  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA \_\_\_\_\_  
 10 COMPLAINT:

BUILDING A SUBDIVISION AT THE ABOVE ADDRESS. SERVICE WAS TO BE READY 3-1 BUT SB KEEPS POSTPONING THE DUE DATE. NO EXPLANATIONS GIVEN.

REFD TO: Mr. Williams (K29) TEL# \_\_\_\_\_  
 FAX # \_\_\_\_\_ OM \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC DA(1)  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS Y IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

\* Attempt = 3/12 = 1:46 PM - No ans  
3/13 1 PM no ans  
3/14 2:10 PM Mr. Haines



756-1830

Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

*out*

1 September 9, 1991

2 MEMORANDUM TO: Stella Maloy

3 FROM: Carmen Sola-Llonch

4 RE:  
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9 CASE NO. 66576-P

10 Our investigation reveals that the job to provide service to  
11 was issued on 12-27-90. The building contractor's  
12 failure to provide an accurate completion date on the building  
13 caused the job to be moved to the 3rd quarter of 1991. The job had  
14 to be revised in June 1991 due to changes by the building  
15 contractor in the manner which the entrance cable was to be placed.  
16 This change caused further delays with the job in that everything  
17 had to be modified and re-scheduled accordingly.

18 On 7-24, Chuck Morales, Facility Engineer, checked the work site  
19 and found it fenced and locked. No access was available to verify  
20 that the support structure was in place.

21 On 8-8, Mr. Morales again visited the job site and found that the  
22 support structure was in place. At this time the cable needed to  
23 work the job was ordered. As of Friday 8-30, all material  
24 necessary to work the job had not arrived.

25 On 9-3, Chuck spoke with (the vendor). He acknowledged  
26 the appeal and told him that the remaining material was already on  
27 a truck bound for the construction yard. On 9-4 at 10 AM,  
28 contacted Mr. Morales and said  
29 that they need to have service by that evening and demanded to  
30 speak with Mr. Morales' supervisor and threatened legal action due  
31 to loss of business.

32 On 9-4, Steve Sauer, Manager, spoke to was  
33 told that the remaining material (cable) was due to arrive around  
34 noon and that every effort would be made to work the job that day.  
35 No firm commitments were made to the customer.

When the cable did not arrive on time a different cable was secured  
from another location and placed by the construction group on 9-4.  
The job was not completed that evening due to lightning in area.

On 9-5, the job was completed and the customer received service.

CASE REFERRAL

1  
 2 PSC CASE NUMBER 66576-P SAO CASE NUMBER C-3069-91  
 3 TAKEN BY MW TEL T TIME 12:55 LOGGED X CARD \_\_\_\_\_  
 4 FROM SM DATE 9-3 DUE BY 9-10 IBOSS \_\_\_\_\_ FIELD DD 9-6  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA \_\_\_\_\_  
 10 COMPLAINT: \_\_\_\_\_

ALSO CAN CONTACT RICK MALAKOFF AFTER SERVICE IS INSTALLED.  
 SB WAS TO PROVIDE SERVICE 2 WKS AGO. KEEPS GIVING COMMITMENT  
 DATES, BUT WON'T KEEP THEM. WANTS SERVICE.

REFD TO: Marisa Perry TEL# 795-3165  
 FAX # 750-1833 OM RP DATE 7/3 TIME \_\_\_\_\_  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC SD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

VERIFIED SEP 12 1991

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Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

*my*

1 April 1, 1991

2 Memorandum to: Kathy Brown

3 From: Marie Forbes

4 Re:

5  
6  
7

8 Case No. 45633-P

9 This is with final reference to our interim reply of 3-22.

10 On 3-19, Mr. Garcia, Engineer and Mr. Dan Potsauf, Assistant  
11 Manager, met with \_\_\_\_\_ employee of \_\_\_\_\_ at the premise.  
12 \_\_\_\_\_ stated that they were working on exposing the conduit,  
13 repairing it and leaving a pull string in it for Southern Bell.

Mr. Garcia then released Job Order HMZ1-0243W to construction to reinforce the existing entrance cable and to place a new terminal on the customer's premise.

On 3-20, the entrance cable was placed and on 3-21, construction completed splicing the entrance cable and the installation of the new building terminal. On 3-22, technicians were dispatched to connect the remaining two lines and service was provided by 3:40 PM. Mr. Garcia attempted to call the customer to confirm that the lines were working properly, however, he reached a recording that said they would not be available until 3-25.

On 3-25, Mr. Garcia made the follow up call and verified that all lines were working properly and the customer was satisfied.



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 March 22, 1991

2 MEMORANDUM TO: Kathy Brown

3 FROM: Pat Godsil

4 RE:  
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7

8 CASE NO. 45633-P

9 Our investigation reveals that on February 21 the customer  
10 placed an order for three lines and was given a due date of  
11 February 28. On the 28th the technician found insufficient  
12 facilities at the premise and referred the order to Engineering.  
13 On March 4, the engineer notified the Dade County Aviation  
14 Department to place conduit from building  
15 to place new entrance cable to reinforce existing facilities.  
16 The engineer also left a message for the customer to notify him  
17 of this. He also contacted Jim Nabors, Dade County Aviation  
18 Telecommunications Supervisor, to set up a meeting at the  
19 customer premise on March 8 to discuss the new conduit location.  
20 On March 5, we notified the customer of the facility problem.

On March 8, the engineer met with Jim Nabors, Dade County Aviation. After reviewing the existing facilities, it was determined that Mr. Nabors would have his field personnel locate an existing conduit that houses facilities in order to determine if it could be used to pull the new cable.

On March 13, Mr. Nabors informed us that Dade County Aviation was planning to provide their own facilities to the customer and requested that Southern Bell change their demarcation point for this building.

On March 15, a technician was dispatched to verify defective pairs. It was determined that there was one good aerial pair and arrangements were made to dispatch a technician on March 16 to connect the service. The technician could not complete the order due to no access. The technician was sent back out on March 18 to connect the one line.

Page 2

On March 18, Julio Garcia, Engineer, contacted the customer to acknowledge the appeal. He verified that the customer's service was working and advised that Dade County Aviation has been requested to locate conduit for the customer's other two numbers.

A further response will be provided by April 2.

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3-20  
3-22

### CASE REFERRAL

1

2 PSC CASE NUMBER 45633-P SAO CASE NUMBER G-631-91

3 TAKEN BY MW TEL T TIME 10:30 LOGGED X CARD X

4 FROM KB DATE 3-15 DUE BY 3-22 IBOSS X FIELD DD

5 CUSTOMER'S NAME

6 COMPLAINANT

7 ADDRESS  APT. #

8 CITY MIAMI TEL #

9 CBR #  AREA SO

10 COMPLAINT:

11 ALSO ASIGNED NUMBERS ARE

12 APPLIED FOR SERVICE OVER A MONTH AGO. STILL NO SERVICE.

HDD  
Bus

REFD TO: Livia TEL# 252-5113

FAX #  OM DLW DATE 3-15 TIME 10:50

REDIRECT TO  FROM  DATE

TEL #  FAX  OM DOC DAD

INTERIM DATE DUE  FIELD DD

CUSTOMER CONTACTED WITHIN 24 HOURS  IF NO, REFERRED TO:

TEL NO  DATE



Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 October 7, 1991

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 70316-INQUIRY

Our investigation reveals that on October 1 an installer was dispatched to this customer's premise. The installer mentioned to the customer that there was a problem with the main feed conduit from the terminal room to the customer's unit. He explained that the conduit had been cut off at the floor level and covered over with concrete. The installer continued to attempt to supply the service. We do not have any record the customer contacted us to discuss the problem with the installation prior to the appeal.

Later that day, T. A. Steele, Assistant Manager, reached Jim Hughes, the customer's equipment vendor. Mr. Steele acknowledged the appeal. Mr. Hughes explained he was only looking for guidance on demarc location responsibility and had panicked because he was under pressure from the customer.

Mr. Steele explained that there would be several tariffs that could apply to his situation. The information Mr. Steele offered Mr. Hughes was primarily in reference to FCC Docket 88-57 pertaining to minimum point of penetration in regards to strip stores with an inside terminal room. Mr. Hughes was satisfied with the information.

Note: The installer was able to locate a second conduit which had been covered over with dry wall. He was also able to dig out the conduit and provide service the same day.



10-4  
10-8

### CASE REFERRAL

2 PSC CASE NUMBER        INQ. 70316-I SAO CASE NUMBER 6-3313-91  
 3 TAKEN BY MW TEL T        TIME 10:10 LOGGED X CARD         
 4 FROM NP DATE 10-1 DUE BY 10-8 IBOSS        FIELD DD 10-4  
 5 CUSTOMER'S NAME         
 6 COMPLAINTANT         
 7 ADDRESS        APT.#         
 8 CITY        TEL #         
 9 CBR #        AREA         
 10 COMPLAINT:       

CUSTOMER WAS CONCERNED BECAUSE SB INSTALLER WOULD NOT INSTALL TODAY WHEN HE CAME OUT BECAUSE THE CONDUIT WAS COVERED BY CONCRETE BY THE BUILDER. INSTALLER SAID IT WAS THE BUILDERS RESPONSIBILITY TO PROVIDE THE CONDUIT. HE HAS TO GO THROUGH 3 FIRE WALLS BEFORE WE CAN INSTALL AN RJ 21X JACK. PLEASE PROVIDE PSC WITH APPROPRIATE TARIFF REFERENCE. CUSTOMER WANTS IT. CONTACT CUSTOMER.

INS  
Bun

REFD TO: Laudy TEL# 1 407-468-9970  
 FAX # 1 407-468-4765 OM FRIC DATE 10-1 TIME         
 REDIRECT TO        FROM        DATE         
 TEL #        FAX        OM        DOC TRC  
 INTERIM DATE DUE        FIELD DD         
 CUSTOMER CONTACTED WITHIN 24 HOURS        IF NO, REFERRED TO:  
       TEL NO        DATE       

VERIFIED OCT - 3 1991

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Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 904  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 December 17, 1991

2 MEMORANDUM TO: Paula Isler

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 78381-P

Our investigation reveals that on November 22 the customer requested a transfer of service with a due date of November 29.

On November 29 a technician was dispatched and advised the customer he needed to provide a backboard and conduit.

On December 4 another technician was dispatched and no accessed the order because no one was available for location of the jack and the conduit had not been completed.

On December 5 the technician returned to the premise. He started the installation but was only able to provide one line due to lack of aerial pairs.

On December 9 a technician was dispatched to clear pairs for the customer's order. That afternoon, Gladys Williams, Assistant Manager, contacted the customer and acknowledged the appeal. She advised the technician was still working on the order and service would be provided that day. The order was completed that day and service provided to the customer.

On December 10 Anita Bryant, Assistant Manager, followed up with the customer. She confirmed the service was working fine and the customer was satisfied.

12-12  
12-14

CASE REFERRAL

G-3913-91

~~93913-91~~

1  
 2 PSC CASE NUMBER 78381-P SAO CASE NUMBER \_\_\_\_\_  
 3 TAKEN BY DB TELT \_\_\_\_\_ TIME 1:50PM LOGGED X \_\_\_\_\_ CARD \_\_\_\_\_  
 4 FROM PT DATE 12-09 DUE BY 12-16 IBOSS \_\_\_\_\_ FIELD DD 12-12  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA SO  
 10 COMPLAINT: \_\_\_\_\_  
 11 ANOTHER CBR# \_\_\_\_\_  
 12 B934-0698

13 ON 11/19 ORDERED T OF SERVICE FOR 6 LINES AND ASKED FOR THE  
 14 CONNECTION ON 12/5 ON THAT DAY THE COMPANY INSTALLED A TEMPORARY  
 15 LINE WITH NUMBER \_\_\_\_\_ AND SAID THAT THEY WOULD HAVE THE  
 16 PERMANENT LINE IN ON 12/6 THEY DID NOT BECAUSE THE AERIAL  
 17 FACILITIES WERE NOT ADEQUATE. SO. BELL DID AROUND 1:00PM ON  
 18 FRIDAY, 12/6, IF YOU CALLED THE OLD NUMBER \_\_\_\_\_ IT WOULD  
 19 RING DIRECTLY TO THE TEMPORARY NUMBER BUT IS ONLY ONE LINE AND  
 20 TODAY AROUND NOON THE TEMPORARY LINE WENT DEAD SO THEY HAVE NO  
 21 PHONE SERVICE. THIS IS PUTTING THEM OUT OF BUSINESS.

IFB  
HDO

REFD TO: \_\_\_\_\_ TEL# \_\_\_\_\_  
 FAX # \_\_\_\_\_ OM \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC \_\_\_\_\_  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

44-5184  
12-12/4:45 Jannetta req ext to 12-13. pg



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 October 11, 1991

2 MEMORANDUM TO: Mike Dymek

3 FROM: Pat Godsil

4  
5  
6  
7 RE:

CASE NO. 71840-P

Our investigation reveals that two job orders were issued to provide service to this customer's apartment complex. These jobs were delayed because Florida Power and Light did not provide the power meter until September 30. Southern Bell could not provide service without the power meter. In addition to this delay, wiring problems in the central office caused a two day delay in providing service.

Further problems were encountered when we found the distribution terminals on the first five buildings could not be released for service due to improper ground rods placed by the developer. The developer was notified and this problem was resolved on October 7.

On October 9 service was provided to the customer. On October 10 Pete Rezzonico, Engineer, contacted the customer and acknowledged the appeal. He confirmed that the customer's service was working satisfactorily.

CASE REFERRAL

2 PSC CASE NUMBER 71840-P SAO CASE NUMBER M3404-9/  
 3 TAKEN BY DB TEL T TIME 11:14AM LOGGED X CARD \_\_\_\_\_  
 4 FROM MD DATE 10-09 DUE BY 10-16 IBOSS \_\_\_\_\_ FIELD DD 70-14  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA NO \_\_\_\_\_  
 10 COMPLAINT: \_\_\_\_\_

APPLIED FOR SERVICE 9/11, DD 9/20. STILL NO SERVICE. SO. BELL GIVING HIM VARIOUS EXCUSES AS TO WHY NO SERVICE.

*pk NP7R78*

REFD TO: Narlene TEL# 1407-837-6355  
 FAX # 1407-833-9898 OM PSL DATE 109 TIME \_\_\_\_\_  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC PEC  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

VERIFIED OCT 15 1991

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Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 July 11, 1991

2 Memorandum to: Stella Maloy

3 From: Marie Forbes

4 Re:  
5  
6  
7

8 Case No. 58043-Inquiry

9 This is with final reference to our interim reply of 7-6.

10 On 7-10, Mr. Joe Petrock, Mr. Fred Dubon and Mr. Gerald Bourland  
11 meet with concerning the entrance facility  
12 requirements at the college.

13 agreed to install a 4" PVC entrance conduit  
from the property line to their telephone equipment room.  
Installation of the entrance cable to be completed by the end of  
August. The customer is satisfied.



## Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 July 5, 1991

2 Memorandum to: Stella Maloy

3 From: Marie Forbes

4 Re:  
5  
6  
7

8 Case No. 58043-Inquiry

9 Our investigation reveals that on 6-13 our engineering department  
10 received an inquiry from the college regarding Megalink Channel  
11 Service.

12 The customer was advised by the engineers that approximately 600  
13 feet of new entrance cable would be required. The customer needed  
14 to provide the necessary conduit. The estimated completion date of  
15 8-5-91, pending entrance conduit provided by the customer in a  
16 timely manner.

17 On 6-20, Mr. Fred Dubon, Engineer, visited the premise to negotiate  
18 new entrance conduit. Mr. Dubon spoke with \_\_\_\_\_ and  
19 explained Southern Bell needs. \_\_\_\_\_ stated that AT&T had told  
20 her there would be no additional cost other than those quoted by  
21 AT&T. While Mr. Dubon was there \_\_\_\_\_ called AT&T to advise  
22 them of the Southern Bell requirements. AT&T advised that they  
23 would call her back.

24 Mr. Dubon explained to \_\_\_\_\_ and AT&T that under PSC approved  
25 tariff, Southern Bell would provide the additional service but,  
26 that the applicant would be required to furnish suitable entrance  
27 facilities. Later that day AT&T contacted Mr. Dubon for additional  
28 details of entrance facility requirements.

29 On 6-28, Mr. G. W. Bourland Manager, Ms. Lawanna Haig, Assistant  
30 Manager and Mr. Dennis Thornton, Account Executive Marketing,  
31 placed a conference call to \_\_\_\_\_ to acknowledge the appeal.  
32 \_\_\_\_\_ informed them that she had called the PSC because she had  
33 received a price estimate of \$3300.00 by AT&T to place the entrance  
34 conduit.

1 stated that when the Megalink was sold to her that she  
2 was told that there would not be any additional expense associated  
3 with the order. Mr. Bourland suggested that a meeting be held with  
4 and Mr. Dubon as soon as possible. advised that  
5 she would be on vacation until 7-8 and could not meet until then.  
6 Mr. Bourland asked if he could meet with her supervisor and she  
7 suggested that he contact on 7-1.

8 On 7-1, Mr. Bourland contacted Mr. Joe Petrock, Corporate Manager.  
9 who set up a meeting for 7-1 at 2:30 PM to meet with  
10 . President of At 2:30 PM, Mr.  
11 Petrock, Mr. Bourland and Mr. Dubon met with and  
12 Neither were aware that the PSC complaint had been filed by  
13 and they were upset that she had placed the appeal.

14 explained that since was on vacation and would  
15 return on 7-8, he would speak with her and then arrange a meeting  
16 with Mr. Bourland, Mr. Dubon and himself. Both  
17 and saw no problem with the college furnishing  
18 conduit for Southern Bell.

A final response will follow by 7-19.



CASE REFERRAL

1

2 PSC CASE NUMBER INQ 58043-I SAO CASE NUMBER M-2519-91

3 TAKEN BY MW TEL T TIME 3:45 LOGGED X CARD       

4 FROM SM DATE 6-28 DUE BY 7-8 IBOSS        FIELD DD   

5 CUSTOMER'S NAME       

6 COMPLAINTANT       

7 ADDRESS        APT.#       

8 CITY        TEL #       

CBR #        AREA NO       

COMPLAINT:

HAS SPOKEN WITH MS.RUTTER AND MR. HORVAN *→ AT&T*  
 ALSO SPOKE WITH JEAN PATTERSON 1800-752-0278. THEY ARE LEASING  
 AN EQUIP. AND CABLE IS THERE. BUT SB SAID WE WILL LAY MORE CABLE  
 FROM THE SIDEWALK TO THE SWITCHBOARD ROOM, HOWEVER, WE WANT THE  
 COLLEGE TO PROVIDE AND LAY THE CONDUIT. CABLE IS THERE. SHE  
 DOES NOT KNOW WHY MORE HAS TO BE RUN. TOO EXPENSIVE.

REFD TO: Sandy TEL# 407-799-3341

FAX #        OM SCK DATE 6-28 TIME 4:25

REDIRECT TO        FROM        DATE       

TEL #        FAX        OM        DOC OST

INTERIM DATE DUE        FIELD DD       

CUSTOMER CONTACTED WITHIN 24 HOURS        IF NO, REFERRED TO:

       TEL NO        DATE



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 November 7, 1991

2 Memorandum to: Stella Maloy

3 From: Marie Forbes

4 Re:  
5  
6  
7

8 Case No. 74117-P

9 This is with final reference to our interim reply of 10-31.

10 On 11-6, the FX lines were established with dial tone and the  
11 technician turned them over to the customer's vendor. Mr. Mena  
12 called to advise him of the above, however, he was not in  
13 and word was left for him to call.

14 On 11-7, Mr. Mena again left a message for to call if  
15 he had any questions about the services. All orders were completed.



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 October 31, 1991

2 Memorandum to: Stella Malov

3 From: Marie Forbes

4 Re:

5  
6  
7  
8 Case No. 74117-P

9 Out investigation reveals that the building in question is not a  
10 newly constructed building. It is an existing structure which is  
11 currently being served by an existing terminal.

12 On 8-26, Mr. Robert Mena, Engineer contacted Mr. Carl Kingcade,  
13 Building Consultant Engineer, in reference to a project for  
14 Mr. Kingcade was given the name and number for  
15 and was asked to call the customer to arrange a  
16 meeting to explain what would be needed in terms of telephone  
17 support structures to provide the T-1 service that the customer was  
18 requesting.

19 Mr. Kingcade called the customer, who stated that he wanted to meet  
20 at the site on 8-27 at 11 AM. Mr. Kingcade advised that he was  
21 unable to meet that date due to prior commitments, however, Mr.  
22 Mena would meet with him.

23 On 8-17, Mr. Mena met with the customer at the site. At that time  
24 stated that he did not like to work with Southern Bell  
25 and knew who to call in order to circumvent established service  
26 intervals.

27 It was discussed that the building was presently being fed from a  
28 terminal in the building next door, which shared a common wall. In  
29 order for to have direct feed into his building, he was  
30 advised by Mr. Mena that Southern Bell would require him to place  
31 conduit from the property line to the meter room, a power ground,  
32 a painted backboard and a pull string inside the conduit. The  
33 location of the meter room, backboard and agreed upon conduit  
34 location was discussed. The customer was to place two 4 inch  
35 conduits with only one 90 degree bend in order to avoid an added  
36 expense to of providing pull boxes, which are required  
37 when excessive bends are used. Mr. Mena then contacted Mr. Kingcade  
38 and suggested that he meet with at the sit on 8-30.

2 On 8-28, Mr. Mena advised that we  
3 could not meet our 21 day interval for the T-1 service due to major  
4 construction being involved. Later that day Mr. Mena spoke with  
5 and advised him that we would meet a date in the week of 9-  
6 30, if all support structures were in place by 9-6. The customer  
7 stated that he needed 20 single business lines for service prior to  
8 that date. Mr. Mena advised that we would accommodate him by  
9 "wiring out of limits". Those working lines would later be cut over  
10 to new terminal at our expense.

11 On 8-30, our engineers checked the site and the customer was  
12 advised that we needed a copy of the electrical site plan for the  
13 building so that we could start the specification package.  
14 advised that we could go by the site on 9-4, and pick up  
15 the plans from Vito, the construction supervisor.

16 On 9-3, we checked with the Utility Notification Center Liaison  
17 Excavator in order to get underground cables located for  
18 entrance cable job.

19 On 9-4, we went to the site to get the plans as instructed and  
20 Vito had gone for the day. Mr. Mena called the following  
21 day to advise the events of the previous day and he advised that we  
22 could get the plans at another location on 9-6, which we did.

23 On 9-11, advised that he wanted the T-1 service by 10-15  
24 and stated that all support structures would be in place by 9-23.  
25 Mr. Mena explained that if all the structures were in lace by 9-23,  
26 we would expedite the work and complete the outside plant job by  
27 10-15. Mr. Mena explained that no formal change in critical dates  
28 or expedite could occur until all support structures were in place.

On 9-12, Mr. Kingcade visited the site to verify information and  
met Vito for the first time. Vito then advised that he was  
deviating from what was originally discussed with Mr. Mena in  
reference to the conduit run.

Vito said that to do it the way it was originally planned would  
require the breaking of a large amount of concrete. Therefore, he  
was going to run the conduit overhead. The way Vito wanted to run  
the conduit required 4-90 degree bends and would necessitate the  
use of pull boxes. Vito agreed and said that he understood that  
they had to be used. We agreed to revise the package and would  
deliver it to Vito the following week.

1 Page 3

2 On 9-13. Mr. Mena issued the first job order HM21-1626X. to  
3 distribute conditioned pairs to the cross box which served  
4 . It was issued as a separate job in order to avoid any  
5 delays in the job. due to a delay in obtaining support structure  
6 from

7 On 9-16, no support structures placed. no work begun on conduit per  
8 visit to the site.

9 On 9-16. we issued the order for the 20 individual business lines  
10 to be installed on 9-19. which were worked on the due date. by  
11 wiring out of limits.

12 On 9-17. Mr. Kingcade delivered an informal copy of the  
13 specifications package to Vito to expedite matters. A formal copy  
14 to be mailed in approximately one week, however, it was to be the  
15 same package. We explained the package and Vito stated his  
16 understanding. Vito assured Mr. Kingcade that all of the support  
17 structures would be in place by 9-23.

18 On 9-20. no work done on the conduit placement verified by field  
19 check. On 9-24 conduit work begun but not completed. Pull boxes.  
20 now required due to conduit redesign. would not be received until  
21 9- 30 per Vito. All support structure work to be completed that  
22 week per field visit by Mr. Mena.

23 On 9-25. Mr. Kingcade visited the site to inspect the support  
24 structure and found none of the structure in place. Attempts to  
25 reach were unsuccessful.

26 On 9-26. A second job order was issued HM21-1627N to break  
27 multiples and place entrance cable for site. The cable order was  
28 expedited. The formal building package was received by Mr. Mena.

29 On 9-27. Mr. Kingcade visited the site to inspect the support  
30 structures and found none of the structures in place. Mr. Kingcade  
31 advised of the above. assured Mr. kingcade  
32 that they would be in place by 10-2. He also said that he wanted  
33 the technician out there that same day pulling the cable through  
34 he conduit.

35 Mr. Kingcade advised that the cover letter of the  
specification package clearly stated that we have 30 days to  
provide service after all support structures are in place. The  
customer stated that was unacceptable and he was used to getting  
what he wanted and that he would exhaust any means it took to get  
it.

FOIBIOV

0000027

2 Mr. Kingcade said the most important thing at this time was to get  
3 the support structure in place.

4 On 10-2, Mr. Kingcade visited the site and found all structures in  
5 place with the exception of the no. 6 ground and the black paint on  
6 the backboard and Vito advised that these items would  
7 be taken care of by 10-3. On 10-7, a filed visit found all  
8 structures in place including the ones discussed on 10-2.

9 During the period between 10-7 and 10-18, Maurice Thompson, Systems  
10 Designer, was in contact with the customer's vendor, Michael  
11 Kudeviz of ABC communications, as to the status of the Megalink  
12 Channel service and the FX trunks. Because of heavy rains which  
13 delayed our construction. Mr. Thompson informed the vendor that our  
14 construction crews were working on repairs and these took precedent  
15 over new installations. The vendor apparently relayed this  
16 information to Mr. Thompson received a call from Ms.  
17 Linda Isenhour, General Manager, on 10-11, inquiring as to the  
18 circumstances which caused the delay in starting the construction  
19 and did the customer delay the completion of his work?

20 Mr. Thompson also advised the vendor during the week of 10-14 to  
21 10-18, that because of the large number of customer's out of  
22 service that we were operating on a day to day basis as to  
23 providing service at the Opa Locka location. Mr. Kudeviz stated  
24 that accepted the fact that we were not able to begin  
25 construction until the weather cleared enough to complete the  
26 construction job.

27 On 10-21 stated in his letter to Mr. John Anderson,  
28 President of the Beacon Council, that he was promised return calls.  
29 Ms. Kathy Paganini, Support Manager, attempted to call  
30 on his portable office phone with no success.

31 On 10-22, Ms. Paganini contacted and discussed his  
32 pending service request.. Ms. Paganini assured that  
33 Marketing had been in contact with engineering to get a commitment  
34 as to when all outside plant work would be completed.

On 10-22, we were advised that all outside plant work would be  
completed by 10-29, to provide the T-1 service. All work completed  
as advised.

1 Page 5

2 On 10-23. The customer was advised that the construction job would  
3 be completed by 10-29.. Marketing stressed to the customer that  
4 this date was not his service date. Marketing expedited the  
5 orders through the system.

On 10-24. Ms. Paganini advised the customer that we were expediting  
the orders and would advise him of his due date. The customer was  
very unhappy with this response and wanted service on 10-29. The  
customer then spoke with Mr. Marty Kaiser, Regional Sales Manager,  
11 who also advised him that 10-29. was not going to be his service  
date and Mr. Kaiser would call him as soon as it became available.

On 10-25. We attempted to reach the customer with the due dates.  
however our attempts were unsuccessful. On 10-28. Ms. Paganini  
contacted the customer and advised of the due dates. The customer  
advised that he was going to notify the Beacon Council and that he  
17 wanted Ms. Isenhour and Mr. Lacher to know what action he was  
taking.

On 10-29. all outside plant work required to provide T! service was  
20 completed per Mr. Robert Mena. Engineer and Foremen Mr. Bob  
Shapland.

21 On 11-4. Megalinks were turned up.

23 11-5. Mr. Mena spoke with Mr. Thompson and advised him that our  
special services were working on the FX orders.

27 As information in a meeting with the customer on 9-17. he promised  
to have all of the required structures in place as of 9-23 for the  
Opa Locka location. He was over three weeks late in completing the  
necessary structures.

32 Mr. Mena spoke with the Marketing contacts. Mr. Anderson and Mr.  
33 Thompson on an almost daily basis giving them job status. They were  
in communication with Mr. Levine. All service inquiries were given  
facility ready dates of 11-15. since the beginning of all dealing  
with due to the amount of construction involved. Both  
jobs were expedited through drafting and scheduling.

A final response will follow by 11-15.

CASE REFERRAL

M 3575-71

1  
 2 PSC CASE NUMBER 74117-P SAO CASE NUMBER ~~74117-51~~  
 3 TAKEN BY DB TEL T TIME 3:44PM LOGGED X CARD \_\_\_\_\_  
 4 FROM SM DATE 10-28 DUE BY 10-30 TBOSS \_\_\_\_\_ FIELD DD 70/30  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA SO \_\_\_\_\_  
 10 COMPLAINT: \_\_\_\_\_

11/12 LOCATED: 3450 NW 12TH ST  
MIAMI, FLORIDA

13  
 14  
 15  
 16  
 SPOKE WITH LINDA ISENHOUR AND CARMEN SOLA-LLONCH. APPLIED FOR SERVICE MIDDLE OF AUGUST AND WAS PROMISED DRAWINGS IN 4 DAYS, HE CALLS COMPANY 3 TIMES A WEEK AND FINALLY RECEIVED THEM ON 9/23, HAD CONSTRUCTION DONE TO SO. BELL SPECIFICATIONS ON 10/1 THEY INSPECTED IT 10/2 AND SAID GROUND CONNECTION NOT PROPER, WAS CORRECTED THE NEXT DAY AND INSPECTED IN TWO DAYS. SO. BELL SAID WOULD HAVE TO PAINT BACK BOARDS BLACK BEFORE CONSTRUCTION. IT WAS PAINTED THE SAME DAY. PROMISED JOB COMPLETION BY 10/15. THEY KEEP SAYING THEY WILL TRY TO GET TO IT. VERY UPSET, WANTS IT DONE.

REFD TO: Steve Sauer TEL# \_\_\_\_\_  
 FAX # 758-5088 OM MK DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC DAD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



NS  
any



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 August 19, 1991

2 MEMORANDUM TO; Nancy Pruitt

3 FROM: Pat Shields

4 RE:  
5  
6  
7

CASE NO. 63900 - P

Our investigation reveals that on 8-7-91, a technician was dispatched on an order to connect service. The technician discovered that Florida Power and Light was working on the pole that serves this customer. The technician left a note on the customer's door and advised the service could not be provided that day due to the FP&L work, but that a dispatch would be made on 8-8.

On 8-8, a technician was dispatched and determined that the service could not be provided as sufficient aerial cable clearance could not be obtained. Without the sufficient clearance a hazardous condition would exist. The order was referred to the engineering office on 8-8.

On 8-9, a job order was issued by the engineering office for the placement of an intermediate pole to eliminate the clearance hazard. The order was placed in a hold file pending the completion of the job.

On receipt of the appeal on 8-12, Mr. S. A. Roberts, Engineer, expedited the job order to attempt to set the pole by 8-13.

Mr. Roberts spoke with the customer and acknowledged the appeal. Mr. Roberts apologized for any inconvenience and explained that every effort was being made to expedite the work to provide the service by 8-13.

On 8-13, the pole was set and the customer was provided with service. Mr. Roberts spoke with the customer and verified the service was working properly.

The customer is satisfied.

8-15

**CASE REFERRAL**

1  
2 PSC CASE NUMBER 63900-P SAO CASE NUMBER 02913-91  
3 TAKEN BY DB TEL T TIME 8:44AM LOGGED X CARD  
4 FROM NP DATE 08-12 DUE BY 08-19 IBOSS FIELD DD 8-15  
5 CUSTOMER'S NAME \_\_\_\_\_  
6 COMPLAINTANT \_\_\_\_\_  
7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
9 CBR # \_\_\_\_\_ AREA SE \_\_\_\_\_  
10 COMPLAINT: \_\_\_\_\_

PHONE TO BE INSTALLED LAST WEDNESDAY BUT IT WAS NOT. NOW SO.  
BELL TELLING HIM NO PROJECTED DATE FOR SERVICE.

TX 9003

REFD TO: Susan TEL# 407-468-5500  
FAX # \_\_\_\_\_ OM FRK DATE 8-12 TIME 902  
REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC PBC  
INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
\_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

✓ VERIFIED AUG 23 1991

8-19

CONFIDENTIAL  
PROPRIETARY  
INFORMATION

1 Name -

2 Case # - P2913-91

3 Telephone No.

4 Call Back No.

5 Address -

6 City -

7 DOC - Indian River Division

8 1. Complaint - Phone was to be installed last Wednesday,  
9 08/07/91, but was not. Now Southern Bell telling him no pro-  
10 jected date for service.

11 Date Recvd. 08-12-91 Time Recvd. 09:15 A.M.

12 2. Operations Manager Answering Complaint - F.R. Knowles

13 Manager Answering Complaint - T. L. Jackson

14 Department And Group: Network Engineering

15 3. Provide a narrative of all actions or contact prior to the  
16 appeal in the space below. Include all trouble reports and or  
17 service order activity if applicable. Service Order numbers and  
18 Job Order information is required. Please include dates.

19 On 8-7-91 Service Tech. 205 was dispatched on a service  
20 order at Upon

21 arriving at the job site at 1:30 PM, Service Tech. discovered  
22 that Florida Power and Light was working on the pole that serves  
23 this address. Service Tech. 205 left a note on the customer's  
24 door describing the problem and indicating that another dispatch  
25 would be forthcoming the following day 8-8-91. Service Tech.  
26 205 did not "CF" the service order.

27 On 8-8-91 Service Tech. 209 was dispatched on this order at  
28 2:05 PM. He noticed at this time that he would not be able to  
29 complete the service due to an inability to obtain sufficient  
30 clearance over . Service Tech. 209 called his  
supervisor, Mr. Bill Cooper about the clearance problem. Mr.  
Cooper agreed with Service Tech. 209 about the clearance problem  
and at 4:00 PM Mr. Cooper called S. A. Roberts (Facility

0000033

FOI B10V



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

REC

1 September 13, 1991

2 MEMORANDUM TO: Shirley Stokes

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 67141-P

Our investigation reveals that the customer applied for service on three separate orders. The first on July 8 with a desired due date of September 3. The second on July 26 with a desired due date of September 3. The third on August 9 with a desired due date of September 3. The customer's new location was a building under construction. Notice was sent to the customer that support structures must be in place 60 days prior to the desired service date.

The builder's requirements were completed and approved by our Engineer on July 16. The cable and equipment were ordered immediately and the cable placed. The terminal was ordered also. We were notified that the terminal was backordered until September 7.

On Several occasions we spoke with the customer advising of the progress of the order. The customer indicated that service was required by September 9.

We verified with construction that all work was complete except for the terminal as of September 4.

We contacted the customer on September 6 and explained the delay. The customer advised she realized that everything was being done to meet her desired due date. We agreed to follow up with her the next day.

Page 2

On September 7 S. M. Pagan, Engineer, contacted the customer and acknowledged the appeal. He advised the terminal had been received and the work begun.

On September 9 the installation was complete. Mr. Pagan spoke with the customer throughout the day to confirm all was going well.

On September 10 Mr. Pagan followed up with the customer and verified that she was satisfied.

FOIBIOV

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9-11  
9-13

CASE REFERRAL

2 PSC CASE NUMBER 67141-P SAO CASE NUMBER 93121-91  
 3 TAKEN BY DB TEL T TIME 4:06PM LOGGED X CARD \_\_\_\_\_  
 4 FROM SS DATE 09-06 DUE BY 09-13 IBOSS \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA SE \_\_\_\_\_  
 10 COMPLAINT: \_\_\_\_\_

11 ANOTHER NUMBER TO BE TRANSFERED.

THERE ARE SEVERAL LINES ON THE ABOVE THREE NUMBERS PLUS ONE NEW NUMBER THE CUSTOMER DID NOT HAVE. PLUS COMPUTER LINES AND FAX.

APPLIED FOR T OF SERVICE IN JULY AND COMPANY PROMISED CONNECTION ON 9/3. SO. BELL SAYS CANNOT CONNECT DUE TO A CABLE PROBLEM. SO. BELL CANNOT GIVE HER AN ESTIMATED CONNECTION DATE. NEEDS SERVICES CONNECTED TO DOWNCUT BUSINESS.

*Conduct*

*HDD  
Buss*

REFD TO: Inair TEL# 407-837-4355  
 FAX # \_\_\_\_\_ OM PSD DATE 9-6 TIME 4:20  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC PBC  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

VERIFIED SEP 18 1991

FOIBIOV

0000036



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 May 29, 1991

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Shields

4 RE:  
5  
6  
7  
8

CASE NO. 48455 - P

This is in final reference to an interim report dated 5-3-91.

The work to relocate the pole in question was completed on 5-23-91  
Mr. Hewlett called the customer and verified the customer is  
satisfied.



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 MAY 30, 1991

2 MEMORANDUM TO: P.S. Davis

3 FROM: Marie Murray

4 RE:

The attached Public Service Commission case was appealed by the above customer.

The attached records state that the district does not feel that the customer was justified in filing this complaint. While the records do indicate there was contact with the customer regarding the delay, the customer felt that 6 weeks was an unreasonable period of time for the move of the poles.

While there is no guarantee that it would have prevented a case, it would have increased the probabilities of satisfying the customer, it we had escalated the problem to a higher management level.

cc: Vic Beninate

Attachment





Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 April 15, 1991

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Shields

4 RE:  
5  
6  
7

CASE NO. 48455 - P

Our investigation reveals the customer contacted Florida Power & Light Company approximately March 1, 1991, to request poles be relocated.

On March 8, FP&L notified Southern Bell the poles needed to be relocated.

Our engineer discussed the job with the customer on March 15, and explained that billing would be requested for the relocation, and that Southern Bell would attempt to rush the job, to have the poles moved within two weeks. Job order HE81-B048P was engineered and drafted to place the poles and transfer the attachments.

On March 26, the customer spoke with our engineer to inquire why the poles had not been placed. We advised the customer that right-of-way and future road widening plans by Palm Beach County created a design delay. The customer was advised the work should start within one week.

On April 1, the customer spoke with our engineering manager to advise the poles had not been placed and requested a specific date as to when the work would be done. We advised the poles should be set by April 6.

Heavy rains and traffic patterns made the job unsafe to complete on April 4th, 5th and 6th. Several attempts were made to reach the customer on April 5, but no answer was received.

2

On April 8, the customer called and left a message for the engineer to call him back.

On April 8, prior to the notification of the appeal, the engineer and the manager called the customer and advised the poles would be placed by 5:00 P.M. that day.

On April 9, Mr. D. Hewlett, Engineer, called the customer and acknowledged the receipt of the appeal. The customer acknowledged the poles had been placed, but said he felt six weeks was too long to wait for the job to be started. The customer said the appeal was incorrect in stating he had waited six months for the work. Mr. Hewlett apologized for any inconvenience and explained that additional time will be required for the power company, cable television and Southern Bell to transfer the service.

A further reply will be provided by May 8.

FOIBIOV

0000040



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 May 3, 1991

2 Memorandum to: Nancy Pruitt

3 From: Marie Forbes

4 Re:  
5  
6  
7  
8

Case No. 48455-P

This is with further reference to our interim reply of 4-15.

Florida Power & Light Company and Cable TV are scheduled to transfer their facilities by 5-10.

A further response will follow by 5-30.

4/12  
4/11

# CASE REFERRAL

1  
 2 PSC CASE NUMBER 48455-P SAO CASE NUMBER P-850-91  
 3 TAKEN BY MW TEL T TIME 11:40 LOGGED X CARD \_\_\_\_\_  
 4 FROM NP DATE 4-8 DUE BY 4-15 IBOSS X FIELD DD 4/11  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # 7  
 9 CBR # \_\_\_\_\_ AREA SE  
 10 COMPLAINT: \_\_\_\_\_

HIS COMPANY IS CURRENTLY WIDENING THE ROAD. WORK NEEDED TO BE DONE AT THE INTERSECTION OF VELVEDERE RD AND DENOIST FARM RD. SB HAD POLES ON THE WAY AND A REQUEST WAS MADE 6 MOS AGO FOR POLES TO BE RELOCATED, BUT THEY STILL HAVE NOT. EVERY DAY SB GIVES A NEW EXCUSE.

VERIFIED JUN 04 1991

REFD TO: Gault TEL# 407-533-7060  
 FAX # \_\_\_\_\_ OM GALT DATE 4-8 TIME 12:10  
 REDIRECT TO \_\_\_\_\_ FROM PSD DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC. PBC  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

4-11 Tommy Steele  
we have 4-12



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 December 6, 1991

2 MEMORANDUM TO: Paula Isler

3 FROM: Pat Shields

4  
5  
6  
7 RE:

CASE NO. 75212 - P

This is in final reference to an interim report dated 11-25-91.

On 12-3, Mr. Jorge F. DeApodaca, Manager, spoke with the customer and advised the permanent facilities had been completed and the service order was being scheduled for 12-4.

On 12-5, the order was completed. Mr. DeApodaca spoke with the customer and verified the service is working properly and the customer is satisfied.



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 November 7, 1991

2 Memorandum to: Paula Isler

3 From: Marie Forbes

4 Re:  
5  
6  
7

Case No. 75212-P

Our investigation reveals that the customer is requesting temporary service for a construction trailer. He did not want to pay special construction charges.

Therefore, when he was told on 9-3 by Mr. Ray Llano that the special construction charges of \$1956.00 would apply for the temporary service, he advised that he would wait for the subdivision to be cabled.

The customer was advised that if he elected to pay the funds for the special construction it would be 30 days after receipt of the funds to complete the construction for the temporary facilities or he could wait approximately 2 to 3 weeks additional until we completed the pending job order HM21-5468P

22 On 11-6, Ms. Diana Mann, Engineer, advised the customer that the original schedule had been changed to match construction schedule for the permanent structures and that our new estimated completion date was 11-21. The date should coincide with the completion of the first three houses in the subdivision.

Ms. Mann also advised the customer that she would be glad to take measurements and provide him a cost estimate for a special construction job to feed the trailer. The customer advised that he would prefer to wait for the permanent facilities and Ms. Mann agreed to try to expedite the job.

Upon receipt of the appeal Mr. J. F. DeApodaca, Manager, contacted the customer to acknowledge the appeal. Mr. DeApodaca discussed the appeal and verified that the customer did want to wait until about 11-21, for our job to complete, in lieu of a special construction job. The customer advised that he would continue to wait.

A final response will follow by 11-27.

CASE REFERRAL

1

2 PSC CASE NUMBER 75212-P SAO CASE NUMBER M3667-91

3 TAKEN BY DB TEL T TIME 1:15PM LOGGED X CARD \_\_\_\_\_

4 FROM PI DATE 11-06 DUE BY 11-13 IBOSS \_\_\_\_\_ FIELD DD 11-11

5 CUSTOMER'S NAME \_\_\_\_\_

6 COMPLAINANT \_\_\_\_\_

7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_

8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_

9 CBR # \_\_\_\_\_ AREA \_\_\_\_\_

10 COMPLAINT: \_\_\_\_\_

APPLIED FOR SERVICE 2 WEEKS AGO AND TODAY TOLD IT WOULD BE 4 MORE WEEKS BEFORE CONNECTION. SPOKE WITH DIANE MANN AT SO. BELL.

REFD TO: Beta / Sherry TEL# 795-3167

FAX # 756-1833 OM RRP DATE 11-6 TIME 159 P

REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_

TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC DAD

INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_

CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:

\_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 June 27, 1991

2 MEMORANDUM TO: Shirley Stokes

3 FROM: Pat Godsil

4 RE:

CASE NO. 56876-INQUIRY

Our investigation reveals that the customer applied for service on June 17 with a due date of June 19. A service technician was dispatched on June 19, completed the work and provided service at 11:58 a.m. The customer's vendor had not connected his equipment at this time. The customer's line was tested on June 19 at 5:15 p.m. and found to be OK.

On June 20 Carole Schmoll, Assistant Manager, contacted the customer. The customer advised the service was working satisfactorily.



6-24  
6-26

### CASE REFERRAL

1

2 PSC CASE NUMBER INQ 56876-I SAO CASE NUMBER G-2406-91 <sup>B</sup>

3 TAKEN BY MW TEL T TIME 3:35 LOGGED X CARD       

4 FROM SS DATE 6-19 DUE BY 6-26 IBOSS        FIELD DD       

5 CUSTOMER'S NAME       

6 COMPLAINTANT       

7 ADDRESS        APT.#       

8 CITY        TEL #       

9 CBR #        AREA SE

10 COMPLAINT:       

11 CONTACT HUSBAND

12 SB WAS SUPPOSED TO HAVE CONNECTED SERVICERS TODAY BUT IT DOES NOT

13 WORK. SB SAID SERV. HAD BEEN CONNECTED.

REFD TO: Sandy TEL# 786-5990

FAX #        OM RBS DATE 6-19 TIME 4:20

REDIRECT TO        FROM        DATE       

TEL #        FAX        OM DOC BWD

INTERIM DATE DUE        FIELD DD       

CUSTOMER CONTACTED WITHIN 24 HOURS        IF NO, REFERRED TO:

       TEL NO        DATE       

INS  
BWD

6-25/2:10 field adv we fax response tmo am. adv ok.

VERIFIED JUN 20 1991

FOIB10V

0000047



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 May 13, 1991

2 MEMORANDUM TO: Melinda Guess  
3 FROM: Carmen Sola-Llonch  
4 RE:  
5  
6  
7

8 CASE NO. 51644-P

9 Our investigation reveals that this customer is renting from the  
10 The needs to provide entrance  
11 conduit and poles on their property in order for Southern Bell to  
12 provide phone service.

13 On 5-8, Tellis Williams, Engineer, called the customer in Georgia.  
14 He explained to the customer the above. The customer was unaware  
15 of the telephone facility problem. Mr. Williams assured the  
16 customer that once the necessary conditions were met by the owner,  
17 we could provide a date to install the new facilities. The  
18 owner has not committed to when the conduit road and  
19 rearrangements would be completed. The customer was satisfied with  
20 the answers provided by Southern Bell.

CASE REFERRAL

51644-P

C-2008-91

PSC CASE NUMBER \_\_\_\_\_ SAO CASE NUMBER \_\_\_\_\_  
MW T 4:25 X

TAKEN BY \_\_\_\_\_ TEL \_\_\_\_\_ TIME \_\_\_\_\_ LOGGED \_\_\_\_\_ CARD \_\_\_\_\_  
MG 5-3 5-10

FROM \_\_\_\_\_ DATE \_\_\_\_\_ DUE BY \_\_\_\_\_ IBOSS \_\_\_\_\_ FIELD DD 5/8

CUSTOMER'S NAME \_\_\_\_\_

COMPLAINANT \_\_\_\_\_

ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_

CITY \_\_\_\_\_ SE \_\_\_\_\_ TEL \_\_\_\_\_

CBR # \_\_\_\_\_ AREA \_\_\_\_\_

COMPLAINT:  
MAILING ADDRESS IS:  
LOC.

WE CAN REACH HIM OR \_\_\_\_\_ APPLIED FOR SERV. IN EARLY  
MARCH. NOW TOLD WOULD BE SOMETIME NEXT MO. B-4 HE GETS SERVICE.  
HE WAS NOT NOTIFIED OF A PROBLEM AFTER SEVERAL WEEKS HE APPLIED.  
PROBLEM IS THAT HE IS OPENING BUS. NEXT WEEK AND NEEDS THE PHONE.

RECEIVED MAY 13 1991

REFD TO: Mary TEL# 1476-2830

FAX # 1452-8080 OM FRF DATE 5/3 TIME 4:45

REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_

TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC BWD

INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_

CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:

\_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

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Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 May 16, 1991

2 MEMORANDUM TO: Kathy Brown

3 FROM: Carmen Sola-Llonch

4 RE:  
5  
6  
7  
8

9 CASE NO. 51812-P

10 This is with final reference to our interim report dated 3-13.

11 Service was provided on 5-13. Doug Margo, Engineer, spoke with  
12 and verified that service was installed and working okay.



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 May 13, 1991

2 MEMORANDUM TO: Kathy Brown  
3 FROM: Carmen Sola-Llonch  
4 RE:  
5  
6  
7  
8

9 CASE NO. 51812-P

10 Our investigation reveals that on 1-16, Southern Bell was contacted  
11 to attend a meeting to discuss requirements at Lauderhill Mall.  
12 At that time informed Southern Bell that they were taking over  
13 the 1st floor of an unoccupied store in a mall and doing  
14 renovations. requested service, but had neither an occupancy  
15 date nor line forecast. best view was for approximately 200  
16 lines.

17 The people wanted a commitment of what date Southern Bell could  
18 provide that number of lines. It was stated at that time by Doug  
19 Margo, Engineer, that the earliest possible service date was 5-15.  
20 Marketing was advised that a 5-15 service date was the earliest  
21 possible date due to the magnitude of construction work that must  
22 be completed. We requested that this service date be negotiated  
23 with the customer.

24 Southern Bell also required the Mall owner to grant an easement for  
25 an electronic cabinet and to place conduit prior to issuance of  
26 jobs that would provide additional cables and electronics for this  
27 service. Easement and customer conduits were provided by 4-2. On  
28 the same day job HEI12103B was issued as an interim job to provide  
29 50 lines temporarily for so that they could have service on or  
30 before 4-15. This was done exclusively to help out who had  
31 committed to move some people into this location by that date even  
32 though they knew Southern Bell's commitment was 5-15.  
33 Subsequently, on 4-11, job HEI17004U was issued to provide for the  
34 remaining line requirements at this customer location.

35 On 5-9, Fred Fetzer, District Manager-Engineering, spoke with  
36 representative of was advised that  
37 Southern Bell was still committed to the 5-15 service date for  
38 their remaining lines. Mr. Fetzer stated he would look into

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bettering that date. After checking with all other departments and getting overtime approval, Mr. Fetzer called and told her we would attempt to provide an earlier service date. The new commitment date is 5-13.

A final response will be issued on 5-23.

FOI B10V

0000052

CASE REFERRAL

1  
 2 PSC CASE NUMBER 51812-P SAO CASE NUMBER C-2032-91  
 3 TAKEN BY MW TEL M TIME 9:45 LOGGED X CARD \_\_\_\_\_  
 4 FROM KB DATE 5-7 DUE BY 5-14 IBOSS \_\_\_\_\_ FIELD DD 5/10  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA SE  
 10 COMPLAINT: \_\_\_\_\_

SEE ATTACHED LETTER FROM THE PSC

3

REFD TO: Nancy TEL# 1561-7060  
 FAX # 1561-0403 OM FS DATE 5/7 TIME 10:05  
 REDIRECT TO Ann Miles FROM Nancy DATE 5-7  
~~FAX TEL #904-877-2015~~ ~~OM DICK~~ ~~FORBURY~~ ~~STATE~~ 5/9 Passed  
~~TEL #704-878-4168~~ ~~OM~~ ~~DOC~~ ~~EWD~~ Neel Floyd  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD MAKTB  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO: \_\_\_\_\_  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

Passed to FB Fitzg by Post Robson Meltz  
 1476-7830  
 FAX 1452-8090

FOIBIOV

0000053

CASE REFERRAL

PSC CASE NUMBER \_\_\_\_\_ ADDL INFO \_\_\_\_\_ SAO CASE NUMBER C-2032

TAKEN BY MW TEL \_\_\_\_\_ T TIME 1:50 LOGGED \_\_\_\_\_ CARD \_\_\_\_\_

FROM KB DATE 5-9 DUE BY \_\_\_\_\_ IBOSS \_\_\_\_\_ FIELD DD \_\_\_\_\_

CUSTOMER'S NAME \_\_\_\_\_

COMPLAINANT \_\_\_\_\_

ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_

CITY \_\_\_\_\_ TEL # \_\_\_\_\_

CBR # \_\_\_\_\_ AREA \_\_\_\_\_

COMPLAINT:

CUST. SAID THAT YESTERDAY, A SB INSTALLER HAD GOTTEN THE KEYS FROM HER AND MADE ARRGTMS TO WORK ON SATURDAY AND SUNDAY. BUT TODAY SHE FOUND OUT FROM GARY WILSON AT SB THAT THERE WOULD BE NO WORK ON SAURTDAY AND SUNDAY AND THAT ALL W ORDERS HAVE BEEN PULLED. ACCORDING TO HER HE IMPLIED IT WAS BECAUSE THEY HAD CALLED THE PSC. ALSO SPOKE WITH IZZY PERERA. THINGS ARE WORSE NOW THAN BEFORE. SHE FEELS WE ARE BEING UNCOOPERATIVE BECAUSE SHE CALLED THE PSC.

REFD TO: Mary TEL# 1-476-7830

FAX # \_\_\_\_\_ OM FBF DATE 5/9 TIME 2:30

REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_

TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC \_\_\_\_\_

INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_

CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:

\_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



May 7, 91 9:42 No. 009 P. 02/02

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City/Zip \_\_\_\_\_ County \_\_\_\_\_  
Account Number \_\_\_\_\_

Company SOUTHERN BELL  
Attn. MARIE MURRAY  
Consumer's Telephone # (305)-321-2930  
Can Be Reached (305)-467-4226

Request No. 51812P  
By KDB Time 4:13 PM Date 05/01  
To CO Time fax Date 05/01  
Complaint Type ts-35

Has consumer contacted company? Yes  No  Who DOUG MARGO/JACK HAIRE/JOY OVID

1. Nature of Request 2. Report of Action

SB promised service to Offices in Lauderhill Mall, 1403 NW 40 Ave by Apr 15. Need 180 lines, have only 49 temporary lines, SB was giving weekly meetings to update them about delay but now don't even show up for meetings. For weeks SB has said is waiting on a cross-connect box to arrive from Alabama. HRS is paying \$43,000 per month rent & can't get work done. Phones are critical as this is an Abuse registry.

Faxed to provide better detail.

Justification \_\_\_\_\_  
Closed By \_\_\_\_\_ Date \_\_\_\_\_  
Reply Received \_\_\_\_\_

### CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



101 EAST GAINES STREET  
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM  
WITH REPORT OF ACTION TO:

Kathryn Dyal Brown

05/22/1991

BY: \_\_\_\_\_

FOIB10V

0000055

Fla Public Service Comm

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 804  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 April 2, 1991

2 Memorandum to: Stella Maloy

3 From: Marie Forbes

4 Re:  
5  
6  
7

Case No. 47013-P

Our investigation reveals that on 1-14, the customer called our office and placed an order for service at the above address. The order was issued with a due date of 2-4. This date was subsequently changed 5 times by the customer.

On 3-22, we dispatched a technician to install the service but we were unable to do so because there was no power at his address. The technician left a note advising the customer to contact us for a new appointment after he gets power.

The customer called later that day and spoke with our business office and was advised that it would take 3 weeks to give him overhead service. The customer was advised that we would try to get service installed sooner on 3-29, but could not promise.

On 3-27, Ms. Andrea Lybarger, Assistant Manager, contacted the customer to acknowledge the appeal. The customer said that everything was fine and he will have his service on 3-29.

On 3-29, Ms. Lybarger made a follow up call to verify that the service had been connected and was working properly. Ms. Lybarger apologized for the inconvenience and the customer was satisfied with the service.

000056

FOI B10V

CASE REFERRAL

2 PSC CASE NUMBER 47013-P SAO CASE NUMBER P-738-91  
 3 TAKEN BY DB TEL T TIME 1:00PM LOGGED X CARD X  
 4 FROM SM DATE 03-26-91 DUE BY 04-02-91 IBOSS FIELD DD  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA NO \_\_\_\_\_  
 10 COMPLAINT: \_\_\_\_\_



APPLIED FOR SERVICE MONTHS AGO FOR NEW CONSTRUCTION. SO. BELL WAS AWARE THAT THEY NEEDED SERVICE 3/22. NOW SO. BELL SAYS THAT BECAUSE THE POWER COMPANY PUT IN UNDERGROUND SERVICE IT WOULD BE THREE MORE WEEKS TO BE ABLE TO GIVE THEM OVERHEAD SERVICE, AND IF THEY WANT UNDERGROUND SERVICE IT WOULD BE A MONTH AND \$250.00. FEELS THAT AN ENGINEER SHOULD HAVE GONE OUT TO THE SITE AND ASKED MORE QUESTIONS AND CHECKED AROUND. NEEDS SERVICE AND IT WAS SO. BELL'S MISTAKE DOES NOT FEEL THAT HE SHOULD NOT HAVE TO AY ANYTHING.

REFD TO: \_\_\_\_\_ TEL# \_\_\_\_\_  
 FAX # \_\_\_\_\_ OM \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC \_\_\_\_\_  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 August 14, 1991

2 Memorandum to: Shirley Stokes

3 From: Marie Forbes

4 Re:  
5  
6  
7

Case No. 60713-Inquiry

This is with final reference to our interim reply of 7-25.

On 8-14, Ms. Reed contacted the customer and verified that all splicing had been completed by 8-7. The customer agreed that it had but, he is still unhappy with our scheduling procedures.



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 July 25, 1991

2 Memorandum to: Shirley Stokes

3 From: Marie Forbes

4 Re:  
5  
6  
7

Case No. 60713-Inquiry

Our investigation reveals that on 8-28-90, Mr. B. Bezoe from Southern Bell Building Industry Consulting, sent information to the customer in reference to structure requirements from the developer before service could be provided.

The letter also informs the developer that they need to be placed 60 days prior to expected service date, estimated to be 12-90, at that time.

The job authorization was designed and sent to drafting on 1-17-91. The authorization was drafted and returned to the engineer on 2-24. Since then the engineer, Ms. K. Reed has monitored the progress of the warehouse on a monthly basis.

On 5-21, Ms. Reed checked the progress of the building and spoke with the customer. Ms. Reed found that the developer had not yet placed the conduit to the property line. The customer promised that it would be completed by 5-24.

The authorization was issued to construction on 6-7. Construction presurveyed and noted that the conduit still had not been placed to the property line. The order was noted accordingly.

On 6-20, the conduit was placed to the line and construction was notified. On 6-28, the line crew placed entrance cable in the customer's conduit.

On 7-8, our contractor, Church and Tower, placed cable across S. W. 130th Street and on 7-17, a clean up crew was sent to restore the sod and asphalt. The authorization still required splicing and the present estimated completion date is 8-9.

Ms. Reed has spoken with the customer on several occasions starting 5-21 and on an average of once a week since. The customer was advised that construction cannot order the required material for the authorization until the structure requirements are completed.

Ms. Reed reminded the customer that we request all structure requirements to be completed 60 days before expected service. Ms. Reed explained that once the material is received, the authorization will be worked as soon as possible

Ms. Reed further explained that Church and Tower is our master contractor and they will do the buried work, while our Southern Bell crew will place the cable in the conduit.

On one occasion the customer complained about the mess that was left by the contractor. This was referred to the contractor to have corrected as soon as possible.

Since 7-8, Ms. Reed has explained to the customer that the cable needs to be spliced so that the service can be provided. Ms. Reed explained that construction crews have been delayed because they are working on repair cases due to bad weather conditions.

Ms. Reed advised the customer that she would contact him with an estimated date when she receives it.

On 7-22, Ms. Reed contacted the customer to acknowledge the appeal. Ms. Reed advised the customer that the estimated completion date for construction was 8-9 with an estimated service date of 8-12. The customer is not satisfied with our scheduling procedures. The customer claims that he has lost a tenant and plans to write to the PSC.

Ms. Reed again explained that we schedule our work to complete no later than 60 days from the date that all required structures are in place.

A final response will follow by 8-21.

FOIB10V

0000060

CASE REFERRAL

7/31

1  
 2 PSC CASE NUMBER 61655-P SAO CASE NUMBER M-2767-81  
 3 TAKEN BY TEL 61655ME LOGGED CARD  
 4 FROM MW DATE M DUE BY 8:35 ~~BOSS~~ FIELD DD 7/31  
 5 CUSTOMER'S NAME MD 7-26 8-2  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CER # \_\_\_\_\_ AREA \_\_\_\_\_  
 10 COMPLAINT: \_\_\_\_\_

SEE ATTACHED REPORT.

*Completed*

REFD TO: Liveda TEL# 252-5113  
 FAX # \_\_\_\_\_ ON DLU DATE 7-26 TIME 110  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ ON DOC DAD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

VERIFIED AUG 16 1991

19000061  
FOIB10V

CASE REFERRAL

2 PSC CASE NUMBER \_\_\_\_\_ INQ. 60713-I SAO CASE NUMBER 142674-91  
 3 TAKEN BY DB TEL T TIME 9:50AM LOGGED X CARD \_\_\_\_\_  
 4 FROM SS DATE 07-19 DUE BY 07-26 IBOSS / FIELD DD 7-24  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA SO  
 10 COMPLAINT: \_\_\_\_\_

11 ACTUAL ADDRESS  
 12  
 13

WANTS TO DISCUSS THE COMPANIES SCHEDULING TO DO WORK AT THE WAREHOUSE LOCATION. HE IS A DEVELOPER AND THE TENANTS HAVE BEEN COMPLAINING TO HIM AT THE WAREHOUSES. SO. BELL SCHEDULE'S ONE CREW THEY COME OUT THEN IT TAKES TWO MORE WEEKS TO SCHEDULE ANOTHER CREW TO DO ANOTHER PART OF THE JOB THEN TWO MORE WEEKS FOR ANOTHER CREW, AND SO ON AND SO ON, NO WONDER IT TAKES 60 TO 90 DAYS FOR INSTALLATION.

REFD TO: Gloria TEL# 252-5713  
 FAX # \_\_\_\_\_ OM DLW DATE 7-19 TIME 11:00  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC DAD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



1 Name \_\_\_\_\_  
2 Address \_\_\_\_\_  
3 \_\_\_\_\_  
4 City/Zip \_\_\_\_\_ County \_\_\_\_\_

Company SOUTHERN BELL  
Artn. MARIE MURRAY  
Consumer's Telephone # \_\_\_\_\_  
Can Be Reached \_\_\_\_\_

Request No. 61655P  
By MCD Time 4:18 PM Date 07/21  
To CO Time fax Date 01/26  
Complaint Type ts-35

Account Number \_\_\_\_\_

Has consumer contacted company? Yes \_\_\_\_\_ No  \_\_\_\_\_ Who \_\_\_\_\_

1. Nature of Request 2. Report of Action

Please see attached and respond.

*Add. info*

FOI B10107

0000063

## CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



101 EAST GAINES STREET  
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM  
WITH REPORT OF ACTION TO:

Mike Dymek

BY: \_\_\_\_\_

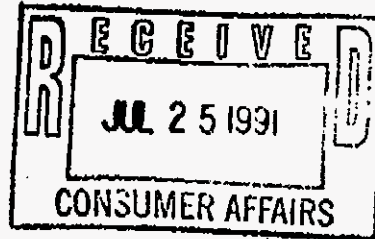
1  
2  
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4

IBIS BUILDERS & DEVELOPERS, INC.  
12459 SW 130 Street, Bay #14  
Miami, FL 33186-6209

(305) 252-1018

5

July 22, 1991



6  
7  
8  
9  
10

Public Service Commission  
State of Florida  
Fletcher Building  
101 East Gaines Street  
Tallahassee, FL 32399

11  
12  
13

RE: Southern Bell - New service installation  
at:

Gentlemen:

This letter concerns what I consider unservice by a public utility.

Southern Bell has an underground cable on the north side of SW 130 Street. Our building is on the south side of the street. Therefore, the service must be brought across the street, thru conduit our electrician stubbed out to the south street right-of-way, into the meter room, where a plywood backboard installed by the electrician serves to mount the individual tenant connections and the main cable by Southern Bell. Sounds like a simple job!! But not in the hands of Southern Bell.

According to Ms. Kathy Reed of Southern Bell, the conduits from the building meter rooms were to be extended to the property line, and be inspected by Southern Bell, before work by them would be scheduled (not started). The conduits were installed during the week of June 10, 1991. A few days later, Southern Bell pulled in cables from the south side of SW 130 Street, thru the conduits into the meter room. As Ms. Reed explained, the next phase of the work would not be scheduled (with the start obviously several days after scheduling) until this first phase was completed and the following crew notified (more paperwork, or computer input = delay).

About a week later, more or less, a second crew came; dug up the street, installed cable(s) from the south side of SW 130 Street to the north side, and backfilled the trench - (this crew does not splice the cables on either end).

FOIB10V

0000064

1 Public Service Commission  
2 State of Florida  
3 July 22, 1991  
4 Page Two

10 Now it has been about two weeks without the mysterious  
splicing crew showing up (of course, after the 2nd crew  
finished its work, backfilled, paving restored, grass laid -  
haphazardly, the 3rd crew, if and when they show up, will  
remove the grass, excavate to expose the ends of cable, and  
cover and restore again.

15 Meanwhile, the fourth crew, making up backboards, merrily  
goes about their work, wherever. Our job has not been put  
on their schedule, because the third crew has not done  
theirs and notified them, etc. That still leaves the final  
crew, pulling-in service to the tenants.

17 No wonder Southern Bell claims a 60-day minimum time  
required!! And at what cost!

20 We have lost a tenant who could not wait for phone service  
forever. He was told by Southern Bell no service would be  
available before August 7, 1991.

24 If this method of operation is used for efficiency, that it  
is certainly not; if for cost savings - how can a job done  
by four sets of crews, with all the red tape, be more  
economical than one set of cable people!!

25 And if this is called service, let me disagree vehemently.

28 What is more likely scenario, that this increases the cost,  
employs more people, and provides a larger base for Southern  
Bell's cost and therefore profit allowance.

29 Sincerely,

30  
31  
cc: John Faller, So.Bell

P.S. This a.m. Kathy Reed informed me that the splicing  
crew will be out August 9th, service to tenants by August 14  
(not even the August 7th date of service promised to tenant  
who cancelled his lease).

FOIBIOV

0000065



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 April 5, 1991

2 MEMORANDUM TO: Kathy Brown

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 46886-P

This is in final reference to our interim dated April 3.

On March 29, an installer was dispatched to the customer premise. He could not work the order because the customer had not provided a string in the customer conduit. The Mr. Lear called the customer that afternoon and informed her of the situation. She said she would have the string put in the conduit and notify us when it was done.

On April 3, Mr. Lear followed-up with the customer. The customer advised the string was now in the conduit. On April 4 the installer was dispatched and worked the order.

On April 5, Mr. Lear contacted the customer and verified that she had service. She stated that all was working fine.



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 April 3, 1991

2 MEMORANDUM TO: Kathy Brown

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 46886-P

Our investigation reveals that the customer applied for service on January 31. The order was issued with a due date of February 4. The Engineer, Larry Lear, spoke with the job superintendent from Rutley Construction and he stated that the building would be ready for service at the end of March. An engineering job order was issued on February 7 and was scheduled to complete on March 14. Due to a heavy work load experienced in the Palm Beach area, the estimated completion date was moved to March 29.

*Handwritten notes:*  
Lear  
Call  
3/27/91

On March 21, Mr. Lear called the [redacted] and informed her that the cable had been placed on March 15 and would be spliced starting the week of March 25. He assured her that service would be provided prior to the opening of the restaurant.

On March 27, Mr. Lear contacted the customer and acknowledged the appeal. He advised we were in fact working on the job and would still meet the March 29 due date. He advised he would keep her informed of our progress.

A further response will be provided by April 12.

0000067

FOI B10V

CASE REFERRAL

3/28  
4-1

2 PSC CASE NUMBER 46886-P SAO CASE NUMBER G-719-91  
 3 TAKEN BY MW TEL# \_\_\_\_\_ TIME 2:35 LOGGED X CARD X  
 4 FROM KB DATE 3-25 DUE BY 4-1 IBOS X FIELD DD 3/28  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_  
 8 CITY WPB TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA SE  
 10 COMPLAINT: \_\_\_\_\_

SPOKE WITH LARRY LEER AT SB. REQUESTED SERVICE AT THE END OF JAN WHEN BLDG WAS STILL UNDER CONSTRUCTION. WAS TOLD CABLE NEEDED TO BE PLACED ON 3-22 & 3-25. NO ONE HAS BEEN THERE TO DO THE JOB. SHE IS CONCERNED.

*SHAK  
NK3540*

REFD TO: Darlene TEL# 407-837-6355  
 FAX # \_\_\_\_\_ OM PSD DATE 3/25 TIME 305  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC PBE  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS 1/2 IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

4/12

### CASE REFERRAL

4/12  
 2 PSC CASE NUMBER 46886-P SAO CASE NUMBER G-719-91  
 3 TAKEN BY MW TEL T \_\_\_\_\_ TIME 2:35 LOGGED X CARD X  
 4 FROM KB DATE 3-25 DUE BY 4-1 IBOSS X FIELD DD \_\_\_\_\_  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY WPB TEL # \_\_\_\_\_  
 9 CBR : \_\_\_\_\_ AREA SE  
 10 COMPLAINT:

SPOKE WITH LARRY LEER AT SB. REQUESTED SERVICE AT THE END OF JAN WHEN BLDG WAS STILL UNDER CONSTRUCTION. WAS TOLD CABLE NEEDED TO BE PLACED ON 3-22 & 3-25. NO ONE HAS BEEN THERE TO DO THE JOB. SHE IS CONCERNED.



REFD TO: \_\_\_\_\_ TEL# \_\_\_\_\_  
 FAX # \_\_\_\_\_ OM \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC \_\_\_\_\_  
 INTERIM DATE DUE 4/3 \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 April 12, 1991

2 MEMORANDUM TO: Kathy Brown

3 FROM: Pat Shields

4 RE:  
5  
6  
7

CASE NO. 47326 - P

This is in final reference to an interim report dated April 4, 1991.

On April 3, Mr. Bradley sent the customer a letter requesting him to call to discuss the appeal.

During the period of time from April 3, through April 11, Mr. Bradley has attempted to contact the customer several times.

The customer has not responded to our calls or letter.

Attachment





7757 West Flagler Street, Room 225  
Miami, Florida 33144  
(305) 283-7770

1 April 3, 1991

2  
3  
4  
5

RE: PUBLIC SERVICE COMMISSION COMPLAINT #P-770-91

7

8 Dear

Please be advised the above mentioned complaint needs to be closed out by Southern Bell Telephone to the Public Service Commission. To get this completed we need to discuss this complaint with you no later than April 11, 1991.

Thank you,

*Ernest Bradley*  
Ernest Bradley  
Building Industry Consultant

EB/mr

902

FOI B I O V 0000071



Building Industry  
Consulting Service

A BELLSOUTH Company



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 FROM: Pat Shields  
2 RE:  
3  
4  
5

CASE NO. 47326 - P

This is in final reference to an interim report dated April 4, 1991.

On April 3, Mr. Bradley sent the customer a letter requesting him to call to discuss the appeal.

During the period of time from April 3, through April 11, Mr. Bradley has attempted to contact the customer several times.

The customer has not responded to our calls or letter.

Attachment

*4-23 old  
FB old  
never received  
this reply. Noticed  
FB name is  
missing. P.S.  
re-printed &  
reply & attachment  
(faked) sent to FB  
said  
case not late  
slB*



4/5

**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 283-4816  
1-800-321-4327

1 April 4, 1991

2 Memorandum to: Kathy Brown

3 From: Marie Forbes

4 Re;

5  
6  
7

8 Case No. 47326-P

9 Our investigation reveals that there was no previous contact with  
10 this customer prior to receipt of the appeal.

11 Upon receipt of the appeal, Mr. Ernest Bradley Engineer, made  
12 several unsuccessful attempts to reach the customer to discuss the  
13 appeal. has not returned any of our calls. Mr. Bradley  
14 did speak with Mr. Cruxant, architect, who stated that  
15 he was not waiting for any information from Southern Bell. At  
16 present there is no construction activity at the site.

A further response will follow by 4-18.

0000073

FOI B10V

4/18

CASE REFERRAL

4/18

PSC CASE NUMBER 47326-P SAO CASE NUMBER P-770-91

3 TAKEN BY MW TEL M TIME 12:30 LOGGED X CARDX

4 FROM KR DATE 3-29 DUE BY 4-5 IBOSSX  FIELD DD

5 CUSTOMER'S NAME

6 COMPLAINANT

7 ADDRESS  APT. #

8 CITY  TEL #

CBR # SAME AREA SO  
COMPLAINT:

SEE ATTACHED LETTER FROM PSC



REFD TO:  TEL#

FAX #  OM  DATE  TIME

REDIRECT TO  FROM  DATE

TEL #  FAX  OM  DOC

INTERIM DATE DUE 4/4 FIELD DD

CUSTOMER CONTACTED WITHIN 24 HOURS  IF NO, REFERRED TO:

TEL NO  DATE

FOIBIOV

0000074

4/3

CASE REFERRAL

2 PSC CASE NUMBER 47326-P SAO CASE NUMBER RP-770-91  
 3 TAKEN BY MW TELM TIM TIME 12:30 LOGGED X CARE X  
 4 FROM KB DATE 3-29 DUE BY 4-5 IBOSK X FIELD DD 4/3  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 CBR # SAME AREA SO  
 COMPLAINT: \_\_\_\_\_

SEE ATTACHED LETTER FROM PSC

REFD TO: Marta TEL# 263-2507  
 FAX # \_\_\_\_\_ OM IGC DATE 3/29 TIME 115  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC DAD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

FOIBIOV

0000075

(B)

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/Zip \_\_\_\_\_ County \_\_\_\_\_  
 Account Number \_\_\_\_\_

Company SOUTHERN BELL  
 Attn. MARIE MURRAY  
 Consumer's Telephone # \_\_\_\_\_  
 Can Be Reached \_\_\_\_\_

Request No. 47326P  
 By KDB Time 10:22 AM Date 03/28  
 To CO Time fax Date 03/29  
 Complaint Type ts-35

Has consumer contacted company? Yes  No \_\_\_\_\_ Who \_\_\_\_\_

1. Nature of Request 2. Report of Action

Please investigate the attached & advise.

Justification \_\_\_\_\_  
 Closed By \_\_\_\_\_ Date \_\_\_\_\_ /  
 Reply Received \_\_\_\_\_

### CONSUMER REQUEST

FLORIDA  
 PUBLIC  
 SERVICE  
 COMMISSION



101 EAST GAINES STREET  
 TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM  
 TO:

FOIB10V

0000076

March 18, 1991

RECEIVED

MAR 25 1991

Florida Public Service Comm.  
Miami, Florida

Public Service Commission  
7370 N.W. 36th Street  
Miami, Florida

RE:

FLORIDA POWER & LIGHT  
SOUTHERN BELL

Gentlemen:

Enclosed are copies of letters sent to the above referenced utility companies.

As we are all aware construction is down and therefore, service from the utility companies on new construction should be fast and efficient. However, as you will note I have been waiting two months for attention from the Telephone and Electric providers. The interest on the construction loans keep running and I am at a stand still due to this hold up.

Any help or attention you can give us will certainly be appreciated.

Sincerely,

Encl 2

RECEIVED  
FLORIDA PUBLIC  
SERVICE COMMISSION

MAR 28 AM 8 22

MAIL ROOM

RECEIVED  
MAR 28 1991  
CONSUMER AFFAIRS

RECEIVED

MAR 25 1991

Florida Public Service Comm.  
Miami, Florida

0000077

FOIB10V

2.  
3  
4

ARCHITECTY

INVESTMENTS

1  
2  
3  
4

5

March 15, 1991

6  
7  
8  
9  
10

Southern Bell  
Building Industry Consultant  
Mr. Bradley  
7740 N.W. 50th Street Bldg. B-4  
Miami, Florida 33156

11  
12  
13  
14  
15

RE:

16

18 BUILDINGS 1125 UNITS

Gentlemen:

Please be hereby notified that we have called for planning on the above referenced community for the past two months. We have had no positive response from your utility.

We are ready willing and able to start construction immediately, but due to the lack of cooperation we have had to hold up construction. This is causing us to suffer sever and irreparable damages.

I am requesting that you furnish me with the plans for the design of the utility and provide me with all necessary plans and service within fourteen (14) days.

Sincerely,

29

30

31

JM/gb

cc: Public Service Commission

0000078

FOIBIOV

RECEIVED

MAR 25 1991

Florida Public Service Commission  
Miami, Florida





**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 August 26, 1991

2 MEMORANDUM TO: Stella Maloy

3 FROM: Carmen Sola-Llonch

4 RE:  
5  
6  
7

CASE NO. 63620-P

This is with final reference to our interim report dated 8-23.

On 8-22 the cable was repaired and service provided. On 8-23, John Holm, Engineer, contacted the customer and verified he was satisfied with his phone service.



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 August 23, 1991

2 MEMORANDUM TO: Stella Maloy

3 FROM: Carmen Sola-Llonch

4 RE:  
5  
6  
7

CASE NO. 63620-P

This is with further reference to our interim report dated 8-15.

We referred to our Maintenance Center the repair of the damaged cable. They made a commitment of completing the work no later than 8-23.

A final report will be issued on 9-6.



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 August 15, 1991

2 MEMORANDUM TO: Stella Maloy

3 FROM: Carmen Sola-Llonch

4 RE:  
5  
6  
7

8 CASE NO. 63620-P

14 Our investigation reveals that the customer applied for service on 7-23 with a desired due date of 8-1. On 8-5, the installer referred the order to Engineering because the developer (Arvida/JMB Partners) damaged the cable that serves this customer. The engineer contacted the customer on 8-6 and advised him of what has happened.

15 On 8-9, John Holm, Engineer, contacted the customer and  
16 acknowledged the appeal. He explained to that the work  
17 involved in restoring the cable and that the estimated service date  
18 was 8-22.

A further response will be issued on 8-29.

CASE REFERRAL

2 PSC CASE NUMBER 63620-P SAO CASE NUMBER C 2896-91  
 3 TAKEN BY EM TEL T TIME 2:40 LOGGED Y CARD Y  
 4 FROM SM DATE 8-8-91 DUE BY 8-15 IBOSS FIELD DD 8/13  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA SE  
 10 COMPLAINT:

APPLIED FOR TRANSFER OF SERVICE 12 DAYS AGO. SERVICE PERSON SAID THAT LINE TO THE PREMISE HAD BEEN CUT AND HAD TO BE REPAIRED. NOW THE COMPANY SAID IT WILL TAKE 3-6 WEEKS. HUSBAND IS A DOCTOR AND NEEDS SERVICE.

*ph TV BW10*

REFD TO: Mary TEL# 1476-2830  
 FAX # 4452-8080 OM FBF DATE 8/8 TIME \_\_\_\_\_  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC BWD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

VERIFIED AUG 28 1991

FOIB10V

0000082



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 October 23, 1991

2 Memorandum to: Shirley Stokes

3 From: Marie Forbes

4 Re:  
5  
6  
7

Case No. 73143-P

Our investigation reveals that since mid 1990, Southern Bell has been working with the State of Florida on a building renovation at the State Farmer's Market in Pompano Beach. The job involved the replacement of the superstructure over the loading platforms and the rebuilding of the power and telephone meter room. It affected all the tenants and their telephone service.

From the beginning Southern Bell Engineering was in contact with Mr. Max Goza, the manager of the Farmer's Market. Mr. Al Rudolph, Engineer, was the company contact and agreed with Mr. Goza on certain requirements by both parties.

These requirements were spelled out in an agreement between Southern Bell and the State. Briefly, the billing job required that the State would pay for the relocation work and that new cable could not be installed until the builder provided a completed meter room, entrance conduit, back board and approved ground. It was also agreed that Southern Bell would complete the work between 30 to 60 days after the meter room was ready.

On 5-17, Mr. Goza notified the tenants in writing that the telephone cables would be cut and that it was the tenants responsibility to arrange for reconnection through their vendor.

The cable was disconnected in May and demolition of the building was started.

In September, Mr. Goza notified Mr. Al Rudolph, Engineer, that the building construction was nearing completion and that Southern Bell could start work on the new cable. On pre-surveying the job it was found that the meter room was not ready and Mr. Goza was advised of the items that needed to be completed. Mr. Rudolph was in close contact with Mr. Goza for the next month while the Market's contractor completed work on the meter room.

On about 10-1, the meter room was finally ready and Southern Bell started the cable job. Completion was delayed when it was discovered that 10 feet of the conduit had been destroyed while placing a water main. A working cable was also cut by the Market's contractor and forces were diverted from the entrance job, causing additional delay

On 10-18, Mr. Fred Starke, Engineer, contacted the customer to acknowledge the appeal. Mr. Starke advised that the cable job was nearly complete and that Southern Bell was planning to work overtime the next day to finish the job. The customer was not aware of the delays caused by the contractor.

On 10-19, the splicing was completed and Mr. Dean Barrett, Installation Foreman, worked with United Telephone, to complete the station wiring on the loading dock. By 10-21, service to all bays was available. Mr. Rudolph and Mr. Starke, Engineering, met with Mr. Goza, Farmers Market and Mr. Nickell of United Telephone to be sure the job was acceptable. Both were satisfied with the work.

On 10-22, Mr. Starke contacted Mr. Tillman to be sure the service was working properly and the customer was satisfied.

1 CASE REFERRAL

2 PSC CASE NUMBER 73143-P SAO CASE NUMBER 4-3498-91  
3 TAKEN BY MW TEL T TIME 12:40 LOGGED X CARD \_\_\_\_\_  
4 FROM SS DATE 10-18 DUE BY 10-25 IBOSS \_\_\_\_\_ FIELD DD 10-23  
5 CUSTOMER'S NAME \_\_\_\_\_  
6 COMPLAINANT \_\_\_\_\_  
7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
9 CBR # \_\_\_\_\_ AREA SE \_\_\_\_\_  
10 COMPLAINT:

SERVICE WAS DISCONNECTED IN JUNE BECAUSE A NEW ROOF WAS NEEDED.  
JOB WAS COMPLETED 3 WEEKS AGO. SERVICE HAS NOT BEEN RECONNECTED.  
HE NEEDS SERVICE ASAP.

REFD TO: Landy TEL# 1 726-5990  
FAX # \_\_\_\_\_ OM RBS DATE 10-18 TIME \_\_\_\_\_  
REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC BWD  
INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
\_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

VERIFIED OCT 25 1991



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1  
December 19, 1991

2  
Memorandum to: Mike Dymek

3  
From: Marie Forbes

4  
5  
6  
7  
Re:

Case No. 77578-P

This is with final reference to our interim reply of 12-11.

On 12-9, all the construction work was completed and the assignment center was notified to release all the held orders for dispatch. On 12-10, all held orders were worked and service was provided to this customer.

A follow up call was made by Mr. George Hill on 12-11, to verify that all lines were working properly.





**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 December 11, 1991

2 MEMORANDUM TO: Mike Dymek

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 77578-P

Our investigation reveals that on March 6 we sent the customer a letter outlining structure requirements for the telephone facilities.

The customer notified us that the required structures were in place and on October 21 we issued an Engineering Work Order to provide facilities to the customer's new building. The estimated completion date on the job was November 27.

On October 25 the customer placed two orders for new service. One for two business lines and the other for one residential line.

On October 28 the customer called to advise his terminal was not ready yet and asked if the service could be provided from a nearby terminal located south of his building. The Engineer advised the customer he would research the other terminal and call the customer back.

On October 29 the Engineer visited the premise and located the other terminal. He contacted the customer and advised it would be possible to provide temporary service of two business lines from the other terminal.

On November 1 the Engineer confirmed the estimated completion date was still November 27 for the facilities.

1  
Page 2

7  
On November 27 the Construction Department moved the estimated completion date out to December 4 because of work delays. The same day the customer called for status on the order. The Engineer explained the delay and advised every effort would be made to get the job completed by November 30. The customer was satisfied.

13  
On December 2 George Hill, Engineer, left word for the customer to call back. On December 3 Mr. Hill spoke with the customer and acknowledged the appeal. He advised that Construction was experiencing more work delays but would complete the work by December 13. He also advised the residence line could be provided by December 17.

14  
15  
On December 4 a joint meeting was held at the premise with Construction Foreman, and the customer. All of the customer's remaining questions and concerns were addressed at this time.

A further response will be provided by December 27.

FOIB10V

0000088

12-5  
12-9

1 CASE REFERRAL

2 PSC CASE NUMBER 77578-P SAO CASE NUMBER 93844-51  
 3 TAKEN BY DB TELT TIME 1:36PM LOGGED X CARD         
 4 FROM MD DATE 12-02 DUE BY 12-09 IBOSS        FIELD DD         
 5 CUSTOMER'S NAME         
 6 COMPLAINTANT         
 7 ADDRESS        APT. #         
 8 CITY        TEL #         
 9 CBR #        AREA SO  
 10 COMPLAINT:       

APPLIED FOR SERVICE LAST YEAR AND HAS BEEN GETTING RUN AROUND EVER SINCE. NO SEVICE YET.

REFD TO: Kathy TEL# 795-3165 HDO  
Res  
 FAX #        OM RRP DATE 12-2 TIME 1:50  
 REDIRECT TO        FROM        DATE         
 TEL #        FAX        OM        DOC DAD  
 INTERIM DATE DUE        FIELD DD         
 CUSTOMER CONTACTED WITHIN 24 HOURS        IF NO, REFERRED TO:  
       TEL NO        DATE       

12-5/4:15 Steve Sauer req ext to 12-6. pg



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 June 26, 1991

2 MEMORANDUM TO: Mike Dymek  
3 FROM: Carmen Sola-Llonch  
4 RE:  
5  
6  
7  
8

9 CASE NO. 56925-P

10 Our investigation reveals that in February of 1990, our Building  
11 Industry Consultant group sent engineering a sketch for  
12 two buildings. The customer's estimated completion  
13 date was 7-1-90. A job order was drawn to accommodate facilities  
14 for first two buildings. He had notified BIC  
15 that the buildings would be done in two stages. The building to  
16 the West would be completed first.

17 In March of 1990, Check Morales, Facility Engineer, drove by the  
18 site and noticed an address of 8340 NW 64 Street on the building,  
19 and that the support structures (conduit, backboard, powerground,  
20 etc.) were not in place.

21 On 5-5, he observed the building again and noticed all construction  
22 on the building had stopped. In the months of June 1990 through  
23 January 1991, the building was observed at least once a month.  
24 Sometime in July 1990, some construction resumed on the building.  
25 Mr. Morales contacted Tom Keer, from the BIC group. Mr. Kerr wrote  
26 a letter notifying him that he should contact  
27 Southern Bell when he resumed construction. Mr. Keer also  
28 requested that Southern Bell be informed when construction resumed  
29 so phone service could be provided in a timely manner.

30 No confirmation as to when the building would be completed was ever  
31 conveyed to Mr. Keer. From January 1991 through the beginning of  
32 March 1991, construction on the building had not been resumed.

33 In mid-March 1991, construction resumed on the building. Mr. Keer  
34 spoke with to see if he could notify Southern Bell of  
35 an estimated completion date. According to Mr. Kerr,  
had some problems and could not provide us with an accurate date.  
Mr. Kerr advised Mr. Morales to keep an eye on the building for  
signs of construction. The original job order was canceled and a  
subsequent 1991 job order was issued. Some modifications were made  
to the job due to changes in the way FP&L was going to feed the  
building.

ABELL SOUTH Company

FOIBIOV

0000090

2

1  
2 On 6-3, Mr. Morales observed the building and notified  
3 that the conduit had not been placed and that Southern  
4 Bell could not provide his building with service until this was  
5 completed. Mr. Morales also reiterated to , at that  
6 time that once his support structures were all in place Southern  
7 Bell had 60 days from that date to provide him service. This  
8 information was originally provided with the BIC sketch dated 2-20-  
9 90.

10 On 6-5, Mr. Morales observed that the conduit was in place. During  
11 his conversation at 1:45 PM that same day with he  
12 assured us all other support structures were in place. Mr. Morales  
13 re-informed that Southern Bell had 60 days to provide  
14 him with service from the 6-5 date. wanted to know  
15 if it could be done sooner because he had a tenant moving in. Mr.  
16 Morales again told him we would try to expedite his service but we  
17 could not make a firm commitment at this time.

18 called again on 6-14 and again on 6-17. Mr.  
19 Morales notified him everything possible was being done to expedite  
20 service to this building.

21 On 6-20, Mr. Morales and his supervisor, Steve Sauer, contacted  
22 They acknowledged the appeal and again informed him  
23 that everything possible was being done to expedite the matter. At  
24 the time, acknowledged that his conduit had not been  
25 completely placed until 6-5.

26 On 6-20, and (a tenant) were informed  
27 by Roger Puerto, District Engineer, that we would have someone  
28 there on 6-21 and that construction to the building would be  
29 completed no later than 6-24. Installation would be completed no  
30 later than 6-25.

31 That day, Tony Rallo, from Southern Bell's construction group,  
32 visited the site and was met by and ; he  
33 informed them after a visual inspection of the meter room that the  
34 proper ground was not available. indicated it would  
35 be there by the 21st of June.

36 On 6-21, the construction was completed. Service to four of the  
37 five lines in question were provided on 6-24.  
38 notified us at the time that some erroneous address information had  
39 been given to Southern Bell, the 8340 NW 64th St. address was that  
40 of the second building, not yet constructed.

FOI B I O V

0000091

CASE REFERRAL

2  
3  
4  
5  
6  
7  
8  
9

PSC CASE NUMBER 56925-P SAO CASE NUMBER C2410-9  
 TAKEN BY DB TEL T TIME 8:26AM LOGGED X CARD \_\_\_\_\_  
 FROM MD DATE 06-20 DUE BY 06-27 IBOSS ✓ FIELD DD 6/25  
 CUSTOMER'S NAME \_\_\_\_\_  
 COMPLAINANT L \_\_\_\_\_  
 ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_  
 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 CBR # \_\_\_\_\_ AREA SO \_\_\_\_\_  
 COMPLAINT: \_\_\_\_\_

HAS A BUILDING AT 8382 NW 64TH STREET, PHONE WAS TO BE INSTALLED FOR TENANTS LAST MONTH, SO. BELL NOW SAYS 60 MORE DAYS.

REFD TO: Cathy TEL# 795-3165  
 FAX # 756-1833 OM R.R.P DATE 6/20 TIME \_\_\_\_\_  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC \_\_\_\_\_  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

VERIFIED JUN 26 1991

FOIB10V

0000092



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 April 24, 1991

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

8 CASE NO. 48574-P

9 This is in final response to our interim dated April 16.

10 On April 12, service was provided to the building at 7660  
11 Westwood Drive. The engineer informed that the  
12 telephone service was installed and she advised she was  
13 satisfied with the service.



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 April 16, 1991

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

8 CASE NO. 48574-P

9 Our investigation reveals that on April 24, 1990, we sent a  
10 letter to the customer advising that facilities must be in place  
11 sixty days prior to the desired telephone service date. On July  
12 19, 1990, a job order was issued to provide telephone facilities  
13 to eight apartment buildings at Westwood Pines in Tamarac. This  
14 building was on the restricted list with an estimated completion  
15 date of April 30, 1991. In November, Mike Goff, Engineer,  
16 reminded both and AGB Capital Properties of the  
17 necessary requirements.

18 On February 24, 1991, Mr. Goff informed of AGB  
19 Capital Properties that the building at 7660 Westwood Drive was  
20 not ready because the end of the conduit needed to be exposed  
21 and a pull string was required. On March 22, Mr. Goff called  
22 at AGB Capital Properties and advised that the request of  
23 February 24 had not been handled and the building was still not  
24 ready.

25 On April 3, from AGB Capital Properties advised that the  
26 conduit and string were ready. Mr. Goff notified Construction  
27 to proceed with the work.

28 On April 8, with called  
29 inquiring about service to the building at 7660 Westwood Drive.  
30 Mr. Goff advised that the estimated completion date was April  
31 17. Mr. Goff is working to improve that date.

32 On April 11, Mr. Goff contacted and acknowledged the  
appeal. He advised the installation department was scheduled to  
complete the order on April 12 and would follow up with her to  
ensure a timely completion.



Page 2

A further response will be provided by April 25.

FOIBIOV

0000095

4-12  
4-16

# CASE REFERRAL

2 PSC CASE NUMBER 48574-P SAO CASE NUMBER G-856-91  
 3 TAKEN BY MW TEL T TIME 10:15 LOGGED X CARD \_\_\_\_\_  
 4 FROM NP DATE 4-9 DUE BY 4-16 IBOSS X FIELD DD \_\_\_\_\_  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # SAME AREA SE  
 10 COMPLAINT:

11 DELAYED INSTALLATION OF SERVICE AT THE WESTWOOD PINES APTS AT  
 12 7656 WESTWOOD DR. TAMARAC.  
 ON 3-29, ~~RENTALS~~ DISCOVERED THERE WAS A TRENCH WITH CONDUITS ON  
 IT COVERED. THEY NOTIFIED SB WHO ADVISED CUSTOMER WE WERE AWARE  
 OF THE PROBLEM BUT HAD NOT INFORMED THE CUSTOMER. ON 4-3 TRENCH  
 WAS UNCOVERED BY CUSTOMER AND NOTIFIED SB. NOW CUST. HAS BEEN  
 TOLD NO SERVICE TILL 4-17. CUST. VERY UPSET. AL OTHER BUILDINGS  
 AROUND HAVE SERVICE. TENANTS HAVE BEGUN MOVING IN.  
 CONTACT WITH SB HAS BEEN A MR. MIKE GOFF.

REFD TO: Sue TEL# 985-9137  
 FAX # \_\_\_\_\_ OM IP DATE 4-9 TIME 10:45  
 REDIRECT TO Sattizahn's ofc FROM 1-786-5990 DATE 4-9/11:00  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM RBS DOC BWD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS IP IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

HDO.  
BWD

FOIB10V

0000096



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1  
April 29, 1991

2  
MEMORANDUM TO: Nancy Pruitt

3  
FROM: Pat Godsil

4  
RE:

CASE NO. 39604-P

This is in final response to our interim dated April 16.

On April 24, Mr. Schoonover followed-up with the customer. She advised the contractor did not come out on Saturday. Mr. Schoonover arranged to have the contractor go out to the customer premise that same afternoon to complete the restoration work. On April 25 and 26 Mr. Schoonover left messages for the customer to call back. Not having heard from the customer, Mr. Schoonover went to the customer premise and spoke with Ms. Goff. She advised she is satisfied with the restoration. Mr. Schoonover left his card and asked her to call him if she should have any further problems.



## Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4313  
1-800-321-4327

1 January 29, 1991

2 Memorandum to: Nancy Pruitt

3 From: Marie Forbes

4 Re:  
5  
6  
7

Case No. 39604-P

Our investigation reveals that the customer placed an order for service at the above address. On 12-27, we provided temporary service by way of an existing buried service wire, because the building terminal room backboard and ground were not ready.

Cable for the permanent service on Job Order HEI06013Y could not be placed until this condition was corrected and the customer provided conduit exposed at the utility easement.

On 1-23, Pat Herskind, Engineer, made arrangements to have the electric marker located on the end of the customer's conduit so that the electrician could place a pull string. The backboard and ground were not ready at this time. Pat called the customer who was not available, however, did leave word as to the current status of the job.

The customer called at 4:55 PM to advise that the meter room would be ready soon. On 1-24, Pat called and was advised that the meter room was now ready. Construction was notified and the job was started and is in progress with an estimated completion date of 2-18.

On 1-24, Pat Herskind, Engineer contacted the customer to acknowledge the appeal. Pat explained to the customer the current status of the job order and the estimated completion date.

A final response will follow by 2-25.



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 February 14, 1991

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 39604-P

This is in further reference to an interim dated January 29.

The cables were placed, spliced and ready for permanent service on February 8. We cut over the temporary service to the permanent service on February 12. Pat Herskind, Engineer, called the customer that day. The customer advised all the lines are in and working OK. The customer also asked about the restoration. Pat told her she would refer that to our Plant Contract Supervisor and would keep in contact with the customer until all work has been completed.

A further response will be provided by March 5.



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 March 5, 1991

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 39604-P

This is in further response to our interim dated February 14.

On February 20, the customer called Carl Rogers' office and left word for him to call her back. Mr. Rogers, Assistant Manager, called the customer on February 21, but her secretary advised she had left for the day. Mr. Rogers called again on February 22. He acknowledged her second appeal and advised her of the pending restoration plan. Later that day, Tom Esposito, Associate Manager, called the customer. He acknowledged her third appeal and apologized for any discourteous treatment she may have received from Mr. Rogers. He advised he would have someone out to her premise the next day to pull the cable into the last building and close the splice pit.

On February 22, Gary Connors, Foreman, pulled in the cable and had the pit closed. He then spoke with the customer and advised he would have the asphalt and trench completely restored.

A further response will be provided by March 15.



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 March 14, 1991

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 39604-P

This is in further reference to our interim dated March 5.

On March 8, Pat Herskind, Engineer, called the customer. The customer advised the asphalt's OK, but some plants were trampled and need to be replaced. Plus, the trench needs to be tamped level and several pieces of sod are dead and need to be replaced. Ms. Herskind advised she would have all taken care of and would be in touch.

A further response will be provided by March 22.

A BELL SOUTH Company

FOIBIOV

0000101



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 March 21, 1991

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 39604-P

This is in further reference to our interim dated March 14.

On March 18, Tom Esposito, Manager, spoke with the customer. She advised she was not satisfied with the restoration. Mr. Esposito suggested she provide us with an estimate of cost for her landscaper to complete the work. The customer agreed to check and call us back.

A further response will be provided by April 4.

A BELL SOUTH Company

FOIB10V

0000102





**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 April 3, 1991

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 39604-P

This is in further reference to our interim dated March 21.

Ms. Herskind left messages on March 26, 28 and 29 for the customer to call back. She was attempting to get the information regarding the landscaping bid that the customer was to provide us. As of this date, the customer has not provided the necessary information to complete the restoration work requested by her.

A further response will be provided by April 17.

A BELL SOUTH Company

FO1810V

0000103



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 April 16, 1991

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 39604-P

This is in further reference to our interim dated April 3.

On April 10, we received an estimate of almost \$1800.00 on the restoration of landscaping from the customer. We turned it over to our Construction department for evaluation.

On April 11, Pat Herskind called Ms. Goff and learned that Bob Schoonover, Manager - Construction, met with Ms. Goff and was planning to complete the restoration work. Mr. Schoonover advised that Southern Bell's Master Contractor worked at the customer's premise on Saturday, April 13, and he would soon be meeting with the customer to verify her satisfaction.

A further response will be provided by April 30.

A BELL SOUTH Company

FOIB10V

0000104



1 **CASE REFERRAL**

*add. info*

2 PSC CASE NUMBER 39604-P ADL. INFSAO CASE NUMBER 6-197-91  
 3 TAKEN BY DB TEL T TIME 4:00PM LOGGED \_\_\_\_\_ CARD \_\_\_\_\_  
 4 FROM-HP \_\_\_\_\_ DATE \_\_\_\_\_ DUE BY \_\_\_\_\_ IBOSS \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA \_\_\_\_\_  
 10 COMPLAINT: \_\_\_\_\_

*742-1855*

TRYING TO CALL CARL RODGERS WITH SO. BELL AND CANNOT GET HIM. MR. RODGERS IS IN CHARGE OF RESTORATION. CAN YOU PLEASE HAVE HIM CALL HER.

REFD TO: Mary TEL# 476-2830  
 FAX # \_\_\_\_\_ OM \_\_\_\_\_ DATE 2-20 TIME 4:45  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC \_\_\_\_\_  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_

*2-20/4:50 gave Mary above info she indicated Mr. Rodgers gone for the day - has no keeper. Will give the message to him first thing in a.m. OVER*

0000105  
FOI B10V



Southern Bell

PSC CASE # 39604-P

SERVICE MATTERS

RES. BUS. PUBLIC

| SERVICE MATTERS    | RES. | BUS. | PUBLIC |
|--------------------|------|------|--------|
| RES. SERV. CENTER  |      |      |        |
| BUS. SERV. CENTER  |      |      |        |
| PUB. SERV. CENTER  |      |      |        |
| HELD ORDERS/ENGR.  |      |      |        |
| BILLING            |      |      |        |
| DEPOSITS           |      |      |        |
| TREATMENT ACTIVITY |      |      |        |
| INSTALLATION       |      |      |        |
| MISSED APPT. INS.  |      |      |        |
| MAINTENANCE        |      |      |        |
| MISSED APPT. MNT.  |      |      |        |
| CONSTRUCTION       |      |      |        |
| SWITCHED SERVICES  |      |      |        |
| OPERATOR SVC.      |      |      |        |
| COMPTROLLERS       |      |      |        |
| ANNOYANCE CALLS    |      |      |        |
| DIRECTORY          |      |      |        |
| ADVANCE SYSTEMS    |      |      |        |
| MARKETING          |      |      |        |
| DIAL-IT-SVC.       |      |      |        |
| OTHER              |      |      |        |
| COMPL. LETTERS     |      |      |        |

REP'S. INITIALS & DEPT.

476-2830

Debbie

12:15

FBF  
BWD

6-197-91

1-27

MW X 12:05 NP 1-23 1-30  
 TAKEN BY: (TEL.) (MAIL) (TIME) (LOGGED) (CARD) (FROM) (DATE) (DUE BY)

IBOSS

CUSTOMER'S NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ APT.: \_\_\_\_\_

CITY: \_\_\_\_\_ TEL. #: \_\_\_\_\_

REFERRED TO: \_\_\_\_\_ CBR. #: \_\_\_\_\_ AREA: SE

Customer's complaint: \_\_\_\_\_

SPOKE WITH \_\_\_\_\_ AND \_\_\_\_\_  
 ON SEPT 19, APPLIED FOR SERV. WANTED 5 LINES. & 1 FAX.  
 ON OCT 26, LINES FROM THE BUILDING TO THE ROAD WAS INSTALLED BY THE  
 ELECTRICAL CONTRACTOR. SB HAS NOT CONNECTED IT TO THE CABLE.  
 THEY HAVE TEMP SERV. BUT WANTS PERMANENT SERV. AND APPARENTLY THE  
 LAST DUE DATE WAS FOR YEST. NO ONE SHOWED UP. WE SAID WILL COME  
 BACK THIS AM, AGAIN NO SHOW.

Shak # CK6P41



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 January 7, 1991

2 MEMORANDUM TO: Shirley Stokes

3 FROM: Pat Shields

4 RE:  
5  
6  
7

CASE NO. 36673 - P

This is in further reference to an interim report dated December 26, 1990.

On January 2, 1991, Mr. Miller FAX'd a copy of the contact to the customer. The customer said that she would mail the check.

As of this date the check has not been received, nor has the customer contacted Mr. Miller regarding the job to be issued.

A further report will be provided by March 5.



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 December 26, 1990

2 Memorandum to: Shirley Stokes

3 From: Marie Forbes

4  
5  
6  
7 Re:

Case No. 36673-P

Our investigation reveals that on 12-11, the customer placed an order for service and since it was a restricted area, the order was issued with a non appointed due date. The order was held for lack of facilities and referred to engineers on 12-12.

On 12-13, Mr. A. R. Thompson, Engineer, visited the premise and found that there was no construction trailer on the site and noted the records accordingly. He also noted the records that a billing job may be required.

rd/29 On 12-17, it was determined that the trailer was on the opposite side of the street and actually on Palm Avenue. He ran a broadguage for the billing of the job and gave the Building Industry Consultant Engineer, Carl Miller the billing information on 12-19 to contact the customer.

On 12-21, Mr. Miller contacted the customer to acknowledge the appeal. Mr. Miller apologized and provided the customer with the cost of billing for Job Order HEKO-B336G of \$504.00 and explained the service would be scheduled for 30 days after receipt of the payment.

A further response will follow by 1-11-91.



Southern Bell

P-2836-50

12/29 1  
12/29 2  
12/29 3

TAKEN BY: DB (TEL.) ✓ (MAIL) 10:00 (TIME) ✓ (LOGGED) ✓ (CARD) SS (FROM) 12/21 (DATE) 12/29 (DUE BY)

IBOSS

CUSTOMER'S NAME: \_\_\_\_\_ 4

ADDRESS: \_\_\_\_\_ APT.: \_\_\_\_\_ 5

CITY: \_\_\_\_\_ TEL. #: \_\_\_\_\_ 6

REFERRED TO: \_\_\_\_\_ CBR. #: \_\_\_\_\_ AREA: SE 7

PSC CASE # \_\_\_\_\_ 36673-P

| SERVICE MATTERS | RES. | BUS. | PUBLIC |
|-----------------|------|------|--------|
|-----------------|------|------|--------|

|                    |       |       |       |
|--------------------|-------|-------|-------|
| RES. SERV. CENTER  | _____ | _____ | _____ |
| BUS. SERV. CENTER  | _____ | _____ | _____ |
| PUB. SERV. CENTER  | _____ | _____ | _____ |
| HELD ORDERS/ENGR.  | _____ | _____ | _____ |
| BILLING            | _____ | _____ | _____ |
| DEPOSITS           | _____ | _____ | _____ |
| TREATMENT ACTIVITY | _____ | _____ | _____ |
| INSTALLATION       | _____ | _____ | _____ |
| MISSED APPT. INS.  | _____ | _____ | _____ |
| MAINTENANCE        | _____ | _____ | _____ |
| MISSED APPT. MNT.  | _____ | _____ | _____ |
| CONSTRUCTION       | _____ | _____ | _____ |
| SWITCHED SERVICES  | _____ | _____ | _____ |
| OPERATOR SVC.      | _____ | _____ | _____ |
| COMPROLLERS        | _____ | _____ | _____ |
| ANNOYANCE CALLS    | _____ | _____ | _____ |
| DIRECTORY          | _____ | _____ | _____ |
| ADVANCE SYSTEMS    | _____ | _____ | _____ |
| MARKETING          | _____ | _____ | _____ |
| DIAL-IT-SVC.       | _____ | _____ | _____ |
| OTHER              | _____ | _____ | _____ |
| COMPL. LETTERS     | _____ | _____ | _____ |

Customer's complaint: \_\_\_\_\_

SPOKE WITH SUE LOYER AND PAUL MILLER AT SO. BELL.  
 APPLIED FOR SERVICE CONNECTION ON 12/11  
 DD 12/19. SERVICEX SO. BELL SAYS NO SERVICE TILL 1/26  
 ALSO, JUST INFORMED SHE NEEDS TO PAY \$500 TO HAVE SERVICE  
 CONNECTED AT CONSTRUCTION TRAILER. SHE OBJECTS  
 TO THE DELAY AND THE LACK OF INFORMATION REGARDING THE  
 ADVANCED PAYMENT.

REP'S. INITIALS & DEPT. \_\_\_\_\_

FBF + BWD  
 1-476-2830  
 JOAN

12676472  
 3/1

INTERIM REPORT SENT

FOIBIOV

0000110

CLOSED DATE





Southern Bell

1 RB ✓ 1124 ✓ DP 1/10 4:15  
 2 IBOSS (TEL.) (MAIL) (TIME) (LOGGED) (CARD) (FROM) (DATE) (DUE BY)

~~088191~~

CUSTOMER'S NAME: \_\_\_\_\_

IBOSS

ADDRESS: \_\_\_\_\_ APT.: \_\_\_\_\_

3  
ad. b. #40  
3/10

CITY: \_\_\_\_\_ TEL. #: \_\_\_\_\_

PSC CASE # \_\_\_\_\_ INQUIRY 38336-1 REFERRED TO: \_\_\_\_\_ CBR. #: \_\_\_\_\_ AREA: SE

SERVICE MATTERS

RES. BUS. PUBLIC

Customer's complaint: \_\_\_\_\_

- RES. SERV. CENTER
- BUS. SERV. CENTER
- PUB. SERV. CENTER
- HELD ORDERS/ENGR.
- BILLING
- DEPOSITS
- TREATMENT ACTIVITY
- INSTALLATION
- MISSED APPT. INS.
- MAINTENANCE
- MISSED APPT. MNT.
- CONSTRUCTION
- SWITCHED SERVICES
- OPERATOR SVC.
- COMPTROLLERS
- ANNOYANCE CALLS
- DIRECTORY
- ADVANCE SYSTEMS
- MARKETING
- DIAL-IT-SVC.
- OTHER
- COMPL. LETTERS

REQUESTED TEMPORARY PHONE BE PUT A CONSTRUCTION TRAILER  
 AT TOLD LABOR CHARGE \$500  
 ASKED TONY THOMPSON OF SO. BELL FOR A BREAKDOWN OF \$500 CHARGE  
 BUT DID NOT GET IT. WANTS A BREAKDOWN.

REP'S. INITIALS & DEPT.

mary 1150

1-476-2830

F B F  
BULL

INTERIM REPORT SENT

F01810V

0000111

CLOSED DATE

3-6  
see att  
due 3-3

CASE REFERRAL

*add info*

2 PSC CASE NUMBER 36673-P SAO CASE NUMBER P-2836-90

3 TAKEN BY MW TEL T TIME 3:30 LOGGED \_\_\_\_\_ CARD \_\_\_\_\_

4 FROM SS DATE 3-1 DUE BY \_\_\_\_\_ IBOSS \_\_\_\_\_ FIELD DD \_\_\_\_\_

5 CUSTOMER'S NAME \_\_\_\_\_

COMPLAINANT \_\_\_\_\_

ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_

CITY \_\_\_\_\_ TEL # \_\_\_\_\_

CBR # \_\_\_\_\_ AREA <sup>SE</sup> \_\_\_\_\_  
COMPLAINT:

ADDITIONAL INFORMATION. CASE RECEIVED 12-21-90.  
CHECK WAS DELIVERED TO THE COMPANY ON 1-15. IT HAS BEEN 15 DAYS  
SINCE AND THE SERVICE IS STILL NOT CONNECTED. THE CONTRACT  
STATES IT WILL BE CONNECTED WITHIN 45 DAYS. NEEDS TO BE  
CONTACTED

REFD TO: Mary TEL# 476-2830

FAX # \_\_\_\_\_ OM FBF DATE 3-1 TIME 4:00

REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_

TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM DOC BWD

INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_

CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:

\_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1  
September 26, 1991

2  
MEMORANDUM TO: Stella Maloy

3  
FROM: Pat Godsil

4  
5  
6  
7  
RE:

CASE NO. 68049-P

This is in final response to our interim dated September 19.

On September 19 the job order to place the cable and terminal were completed. That same day a technician was dispatched to install the service and found there was no conduit from the customer's unit to our terminal. He was unable to provide the service.

On September 20 Mr. Martinez notified the customer of the situation. The customer stated she would call back when the owner placed the conduit.

On September 24 the customer advised the conduit was in place. On September 25 service was provided to the customer.

Mr. Martinez contacted the customer to advise the service had been provided. The customer stated they would not be moving to the new location for a few days. He left his name and telephone number and suggested the customer call if there were any further problems.



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 September 19, 1991

2 Memorandum to: Stella Maloy

3 From: Marie Forbes

4 Re:  
5  
6  
7

Case No. 68049-P

Our investigation reveals that on 8-13, the customer called our office and placed an order for service at the above address with a due date of 8-30. The customer subsequently changed this date to 9-12.

On 9-12, the technician was dispatched but could not work the order because the builder had not provided the pull string in the conduit. Mr. Dario Martinez, Engineer, contacted the customer to advise. The customer said she had the same problem but now there was a new owner.

Mr. Martinez explained that it could be as much as 30 to 60 days before we were able to provide service since the owner was still not ready.

Mr. Martinez was able to reach the new owner on 9-13 and he agreed to place the pull string. This was done on 9-14. Job order HM20-5051H was already pending since 11-7-90 to provide cable facilities to several buildings. All buildings had been completed with the exception of this one, since the original builder had never provided the pull string for the building.

On 9-16, Mr. J. W. Warlen Engineer, contacted the customer to acknowledge the appeal. Mr. Warlen explained the above and that the pull string had subsequently been provided on 9-14 by the new owner. We would make every effort to provide the service within 30 days. The customer said that was not good enough. We agreed to try to have the service by 9-27. The customer advised that they were moving in on Monday 9-23 and needed the service by then.

A BELL SOUTH Company

FOIBIOV

0000114

The customer spoke with Mr. Roger Puerto, District Engineer, who agreed to see what could be done to provide the service sooner. Mr. Puerto called the customer back and said that by rearranging our schedule on other pending jobs, we would try to provide the service on Saturday 9-21.

A final response will follow by 9-30.

FOIBIOV

0000115

4-18  
9-20

### CASE REFERRAL

2 PSC CASE NUMBER 68049-P SAO CASE NUMBER 63173-91  
 3 TAKEN BY MW TEL T TIME 4:20 LOGGED X CARD \_\_\_\_\_  
 4 FROM SM DATE 9-13 DUE BY 9-20 IBOSS \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA SO  
 10 COMPLAINT:

11 LOCATION IS:  
 APPLIED FOR SERVICE 3 WEEKS AGO AND WAS PROMISED 9-1. ASKED THE COMPANY NOT TO DISCONNECT TILL THE 12TH. SB WAS OUT ON 9-12 AND SAID OWNER HAD TO RUN A CONDUIT WITH THE WIRES AND SAID IT WILL TAKE 30 TO 60 DAYS FROM WHEN THE CONDUIT IS INSTALLED. WANTS A SUPERVISOR BACK IN TOUCH TO EXPLAIN EXACTLY WHAT HAS TO BE DONE BECAUSE SHE NEEDS SERVICE ASAP.

HDO  
Bus

REFD TO: Donna TEL# 795-3167  
 FAX # \_\_\_\_\_ OM RRP DATE 9-13 TIME 4:30  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC DAD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

FOIBIOV

0000116

CASE REFERRAL

2 PSC CASE NUMBER \_\_\_\_\_ ADDL INFO \_\_\_\_\_ SAO CASE NUMBER G-3173-91  
 3 TAKEN BY MW TEL T TIME 4:05 LOGGED \_\_\_\_\_ CARD \_\_\_\_\_  
 4 FROM SM DATE 9-16 DUE BY \_\_\_\_\_ IBOSS \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA \_\_\_\_\_  
 10 COMPLAINT:

SB LAYED THE CONDUIT BUT SAID IT WILL BE 9-27 BEFORE CAN PROVIDE SERVICE. HAS TO BE OUT OF THE OLD LOCATION BY 9-20.

REFD TO: Kathy TEL# 795-3167  
 FAX # \_\_\_\_\_ OM RRP DATE 9-16 TIME 710  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC DA  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1  
October 24, 1991

2  
Memorandum to: Melinda Pace

3  
From: Marie Forbes

4  
5  
6  
7  
Re:

Case No. 73096-P

Our investigation reveals that since mid 1990, Southern Bell has been working with the State of Florida on a building renovation at the State Farmer's Market in Pompano Beach. The job involved the replacement of the superstructure over the loading platforms and the rebuilding of the power and telephone meter room. It affected all the tenants and their telephone service.

From the beginning Southern Bell Engineering was in contact with Mr. Max Goza, the manager of the Farmer's Market. Mr. Al Rudolph, Engineer, was the company contact and agreed with Mr. Goza on certain requirements by both parties.

These requirements were spelled out in an agreement between Southern Bell and the State. Briefly, the billing job required that the State would pay for the relocation work and that new cable could not be installed until the builder provided a completed meter room, entrance conduit, back board and approved ground. It was also agreed that Southern Bell would complete the work between 30 to 60 days after the meter room was ready.

On 5-17, Mr. Goza notified the tenants in writing that the telephone cables would be cut and that it was the tenants responsibility to arrange for reconnection through their vendor.

The cable was disconnected in May and demolition of the building was started.

A BELL SOUTH Company

FOIBIOV

0000118



- 1 In September, Mr. Goza notified Mr. Al Rudolph, Engineer, that the building construction was nearing completion and that Southern Bell could start work on the new cable. On pre-surveying the job it was found that the meter room was not ready and Mr. Goza was advised of the items that needed to be completed. Mr. Rudolph was in close contact with Mr. Goza for the next month while the Market's contractor completed work on the meter room.
- 7
- 8 On about 10-1, the meter room was finally ready and Southern Bell started the cable job. Completion was delayed when it was discovered that 10 feet of the conduit had been destroyed while placing a water main. A working cable was also cut by the Market's contractor and forces were diverted from the entrance job, causing additional delay
- 13
- 14 On 10-18, Mr. Fred Starke, Engineer, contacted the customer to acknowledge the appeal. Mr. Starke advised that the cable job was nearly complete and that Southern Bell was planning to work overtime the next day to finish the job. The customer was not aware of the delays caused by the contractor.
- 18
- 19 On 10-19, the splicing was completed and Mr. Dean Barrett, Installation Foreman, worked with United Telephone, to complete the station wiring on the loading dock. By 10-21, service to all bays was available. Mr. Rudolph and Mr. Starke, Engineering, met with Mr. Goza, Farmers Market and Mr. Nickell of United Telephone to be sure the job was acceptable. Both were satisfied with the work.
- 24
- 25 On 10-22, Mr. Starke contacted \_\_\_\_\_ to be sure the service was working properly and the customer was satisfied.
- 26

10-23  
10-25

# CASE REFERRAL

2 PSC CASE NUMBER 73096-P SAO CASE NUMBER 93455-51  
 3 TAKEN BY DB TEL T TIME 10:25AM LOGGED X CARD \_\_\_\_\_  
 4 FROM MP DATE 10-18 DUE BY 10-25 IBOSS \_\_\_\_\_ FIELD DD 10-23  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA SE \_\_\_\_\_  
 10 COMPLAINT:

11 12255 W. ATLANTIC BLVD.  
 POMPANO BEACH  
 LOCATED AT <sup>MARKET</sup> STATE FARMERS. THEY WERE HAVING CONSTRUCTION WORK ON THE ROOF OF  
 THE MARKET AND THE SERVICE HAD TO BE DISCONNECTED DUE TO THIS.  
 THE ROOF HAS NOW BEEN FINISH<sup>ED</sup> FOR ABOUT 4 WEEKS BUT SO. BELL STILL  
 HAS NOT RECONNECTED SERVICE. SO. BELL JUST SAYS IS WORKING ON  
 IT. OTHER MERCHANTS MIGHT CALL THE PSC BECAUSE THEY ARE HAVING  
 THE SAME PROBLEM.

MNT  
BWS

REFD TO: Mipko TEL# 1786-5990  
 FAX # \_\_\_\_\_ OM PBS DATE 10-18 TIME \_\_\_\_\_  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC BWD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

VERIFIED OCT 25 1991

FOIB10V

0000120



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1      *January 7, 1991*

2      *MEMORANDUM TO: Shirley Stokes*

3      *FROM: Pat Shields*

4  
5  
6  
7  
8      *RE:*

*CASE NO. 37318 - P*

*Our investigation reveals that the customer applied for service on November 13, 1990.*

*It was determined that the serving area for this address is restricted for service as the owner of the property will not provide Southern Bell with easements to place cable in his recreational vehicle trailer park. The owner has been advised to inform the tenants that are not in the lots accessible to existing cable, that they may not have telephone service until the easements are provided to Southern Bell to place cable facilities. The order was not assigned a due date, but placed in a hold file for facilities.*

*On November 20, it was determined that the customer had provided an incorrect lot number and the order was updated to add the correct lot number.*

*On November 23, the order was referred to the engineering office and answered to "use existing cable pair 397, area is not valid for a cable cut area".*

*On November 29, the engineer talked to the customer and advised him of the problem providing the service.*

*On December 12, our engineer visited the customer to check on a report that the customer had removed the station protector and drop wire from an adjacent vacant lot and placed in on his lot. The visit indicated that the protector and wire had not been previously installed to his lot. The customer agreed to bury the drop wire that had been pulled up.*

A BELL SOUTH Company

FOIBIOV

0000121

2

*On December 14, the customer advised our engineer that the wire had been buried. The customer was advised that the order would be routed for completion as soon as possible.*

*On December 31, the customer was informed that we would make every effort to have the service connected as soon as possible.*

*On receipt of the appeal on January 3, 1991, Mr. R. H. Scott, Facility Engineer, called the trailer park manager and left word for the customer to call. Mr. Scott asked the manager to inform the customer that the order was scheduled for the week of January 7.*

*On January 8, the service was provided. Mr. Scott called the customer and acknowledged the receipt of the appeal. He apologized for any inconvenience and verified the service was working.*

*The customer is satisfied.*

FOIB10V

0000122



Southern Bell

P-2984-90

1/4 7

MW TAKEN BY: X (TEL.) (MAIL) 3:25 (TIME) SS (FROM) 12-31 (DATE) 1-8 (DLE BY)

IBOSS

CUSTOMER'S NAME:

ADDRESS: APT.:

CITY: TEL. #:

REFERRED TO: CBR. #: NONE AREA: SO

PSC CASE # 37318-4

| SERVICE MATTERS    | RES. | BUS. | PUBLIC |
|--------------------|------|------|--------|
| RES. SERV. CENTER  |      |      |        |
| BUS. SERV. CENTER  |      |      |        |
| PUB. SERV. CENTER  |      |      |        |
| HELD ORDERS/ENGR.  |      |      |        |
| BILLING            |      |      |        |
| DEPOSITS           |      |      |        |
| TREATMENT ACTIVITY |      |      |        |
| INSTALLATION       |      |      |        |
| MISSED APPT. INS.  |      |      |        |
| MAINTENANCE        |      |      |        |
| MISSED APPT. MNT.  |      |      |        |
| CONSTRUCTION       |      |      |        |
| SWITCHED SERVICES  |      |      |        |
| OPERATOR SVC.      |      |      |        |
| COMPTROLLERS       |      |      |        |
| ANNOYANCE CALLS    |      |      |        |
| DIRECTORY          |      |      |        |
| ADVANCE SYSTEMS    |      |      |        |
| MARKETING          |      |      |        |
| DIAL-IT-SVC.       |      |      |        |
| OTHER              |      |      |        |
| COMPL. LETTERS     |      |      |        |

Customer's complaint:

SPOKE WITH RON SCOTT. MAILED CHECK AND APPLICATION FOR SERV. CONNECTION 10-31. SB PROMISED SERV. CONNECTION MORE THAN 7 TIMES. STILL NOT CONNECTED.

SHAK  
MISSED  
CF

DLU  
DAD

REP'S. INITIALS & DEPT  
252-5113-DA

12/31-340-90 answers  
1-2- [unclear]  
1-4-Ron Scott - will have 1-7 by  
[unclear] 457-3266 12/31

INTERIM REPORT SENT F01B10V 0000123 CLOSED DATE



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1      December 20, 1991

2      MEMORANDUM TO: Paula Isler

3      FROM: Pat Shields

4  
5  
6  
7      RE:

CASE NO. 75429 - P

This is in final reference to an interim report dated 12-13-91.

On 12-19, the service was established. Mr. Lonsdale met with the customer and verified they are satisfied.



## Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 November 15, 1991

2 MEMORANDUM TO: Paula Isler

3 FROM: Pat Godsil

4 RE:

5  
6  
7  
8 CASE NO. 75429-P

9 Our investigation reveals that on September 18 our Building  
10 Industry Consultants Engineer advised the customer's landlord,  
11 of the need to provide conduit for the customer's  
12 telephone service.

On October 25 the customer applied for service and requested a due date of November 4. We advised the customer that there would be a delay because the conduit had not been provided by the landlord.

On October 28 the order was referred to Engineering. Engineering advised a job order had been issued to provide facilities.

On October 31 the Engineer spoke with the customer and obtained approval to split the order in an attempt to provide one line via a line and station transfer in advance of the job order completion. The Engineer advised the customer that there was a possibility this line and station transfer might not work, however we would try.

That same day the Engineer advised the customer that the unit did not have electrical service for Telco grounding as specified by the National Electrical Safety Code. He also advised that the pending Telco job would be modified to eliminate the FP&L pole replacements/transfers in an attempt to expedite service.

1 Page 2

2 A subsequent field visit revealed that the property owner had  
3 erected a mast to attach the Telco cable which did not conform  
4 to specifications. The customer was advised.

5 On November 4 we advised the customer that an installer had been  
6 dispatched but was unable to gain access. The customer was to  
7 notify the business office of access information.

8 On November 7 we received a call from the property owner, J.  
9 regarding conduit to the customer location. An  
10 appointment was set for November 8 to resolve.

11 On November 8 C. Lonsdale, Engineer, met with at the  
12 site and agreed upon the conduit requirements. will  
13 contact Mr. Lonsdale to inspect once the conduit is installed.  
14 It was also determined that there was still no power meter for  
15 the customer's unit at this time.

16 That same morning Mr. Lonsdale contacted the  
17 and acknowledged the appeal.  
18 Lonsdale advised him of the current status of the order and  
19 further advised service would be provided within thirty working  
20 days of the conduit being provided. was not aware  
21 that his employee, , had filed the PSC  
22 complaint.

A further response will be provided by December 4.

FOIBIOV

0000126





Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 November 29, 1991

2 Memorandum to: Paula Isler

3 From: Marie Forbes

4 Re:

5  
6  
7  
8 Case No. 75429-P

9 This is with further reference to our interim reply of 11-16.

10 On 11-13, Mr. Lonsdale received a call from \_\_\_\_\_ to advise that the conduit was being installed differently than agreed upon. Mr. Lonsdale visited the location to inspect the installation and when he returned to the office he revised drawing for job order HE810194N for the third time due to the builders changes.

On 11-27, at 7:30 AM, Mr. Lonsdale was advised by Mr. G. Dillman, supervisor, that the splicing was in progress, anchors had been placed and cable placement is to be done on 12-2. The current estimated completion date of 12-6.

A final response will follow by 12-18.



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 December 13, 1991

2 MEMORANDUM TO: Paula Isler

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 75429-P

This is in further response to our interim dated November 29.

On December 11 Mr. Lonsdale was advised by Construction that the cable had been placed and that the new terminals were also placed and spliced. He was further advised that the pairs will be energized and the cable throw complete by December 12. At this time the estimated service date is December 16. Mr. Lonsdale advised Mr. Williams of the above.

A further response will be provided by December 27.

A BELL SOUTH Company

FOIB10V

0000128

11-12  
11-14

### CASE REFERRAL

2 PSC CASE NUMBER 75429-P SAO CASE NUMBER 6-3680-91  
 3 TAKEN BY MW TEL T TIME 4:10 LOGGED X CARD  
 4 FROM PI DATE 11-7 DUE BY 11-14 IBOSS FIELD DD  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA SE \_\_\_\_\_  
 10 COMPLAINT:

11 OR AT 684-4787 OR  
 SB CAME OUT TODAY TO CONNECT SERV. BUT COULD NOT BECAUSE THERE  
 WAS NO CABLE AND COULD NOT GIVE A DATE AS OF WHEN SERVICE WOULD  
 BE CONNECTED.

HDO

REFD TO: snair TEL# 407-837-6355  
 FAX # \_\_\_\_\_ OM PSD DATE 11-7 TIME 4:40  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM DOC PBC  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 July 1, 1991

2 MEMORANDUM TO: Mike Dymek

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 56937-P

Our investigation reveals that on April 12 the customer applied for a transfer of service, however he advised he wanted the order held since he wasn't ready to give us a due date. He advised he would call us to release the order. On May 28 the customer advised us to release the order with a due date of June 3.

The building the customer was moving into was not ready on June 3. The conduit had not been placed by the developer until June 5. Southern Bell Engineers advised the developer on two occasions, February 20, 1990, and on June 3, 1991, that Southern Bell required 60 days from the date the conduit was placed, to provide service. (Please see case number 56925-P, Quanton Development, for more details.)

On June 10 the customer spoke with C. J. Morales, Engineer. The customer was extremely irate and demanded to know why service had not been provided. The customer stated when he applied for service in April he was promised service within seven days of moving into his building. Mr. Morales found that when the customer applied for service he failed to inform us that the building he was moving into was new with no facilities. Mr. Morales also found that the address provided by the customer was not correct. This misinformation contributed to the incorrect quote of the June 3 due date.

Page 2

Mr. Morales and Steve Sauer, Engineer, advised the customer that the conduit for the building had not been placed until June 5 and that we were trying to expedite the service to the building but we could not commit to anything less than 60 days from the June 5 date. The customer called the Engineers several times after that date and he was advised everything was being done to expedite the job.

On June 20, Roger Puerto, District Engineer, spoke with the customer and acknowledged the appeal. He apologized for the impression the customer felt Mr. Sauer was less than caring. He explained that Mr. Sauer was simply providing the facts and was sorry he was not able to satisfy the customer's need for immediate service. Mr. Puerto advised the customer that our Construction people will be on the premise the next day and the work would be completed no later than June 24 with service provided by June 25.

On June 21 the builder finally provided the building support structures and our Construction crew completed their work. On June 24 the customer called questioning why he had not yet received service. Mr. Morales reminded the customer that Mr. Puerto advised service would be provided by June 25.

Service was provided on June 24, ahead of schedule. Mr. Morales contacted the customer. The customer advised four of his five lines were working. He was advised the fifth line would be working by June 25.

On June 25 Mr. Morales spoke with the customer. The customer advised all five lines were working and he was very satisfied.

FOIBIOV

0000131

6-25  
6-27

# CASE REFERRAL

1  
 2 PSC CASE NUMBER 56937-P SAO CASE NUMBER G-2412-91  
 3 TAKEN BY BMW TEL# \_\_\_\_\_ TIME 10:06 LOGGED X CARD \_\_\_\_\_  
 4 FROM MD DATE 6-20 DUE BY 6-27 IBOSS \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_  
 8 CITY MIAMI TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA SO  
 10 COMPLAINT:

11 APPLIED FOR SERV AT HIS NEW ADDRESS  
 12 HE WAS PROMISED IT WOULD TAKE 5 DAYS. HE CALLED BACK 4 DAYS LATER TO VERIFY & WAS TOLD NO PROBLEM. STILL WO SERV. SB SAID IT WILL BE ANOTHER 2 MOS WHICH IS CRIPPLING HIS BUS. HE SPOKE WITH STEVE SOUR AT SB WHO WAS VERY UNCARING.

HDO  
Bus

REFD TO: Kathen TEL# 795-3167  
 FAX # \_\_\_\_\_ OM \_\_\_\_\_ DATE 6-20 TIME 10:30  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC DAD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 July 10, 1991

2 MEMORANDUM TO: Melinda Pace

3 FROM: Pat Godsil

4 RE:  
5  
6

7 CASE NO. 58270-P

8 Our investigation reveals that our Building Industry Consultant  
9 group informed on December 12, 1990, that all  
10 support structures would need to be in place 60 days prior to  
11 the expected service date of telephone service.

12 On April 1 a job order was issued by our engineer to provide new  
13 entrance facilities to this address. Our engineer followed-up  
14 and found the builder did not provide all support structures  
15 until the first week of June, 1991.

16 On June 24 Carlos Morales, Engineer, reminded that  
17 Southern Bell needed 60 days from the date the support  
18 structures were furnished to provide service, however, he  
19 advised he would try to expedite the job and complete it by June  
20 28. Unfortunately, the heavy construction work load caused the  
21 job to be moved to the week of July 1.

22 On July 2 Bill Perez, Engineer, contacted and  
23 acknowledged the appeal. He informed him the job would be  
24 completed by July 5.

25 The job was completed on July 4. Mr. Perez followed-up with  
26 on July 5 and confirmed that the job had been completed  
27 the previous day.

28 As information, is the owner/developer of this  
building. As of this date, there are no pending orders for  
service for tenants or customers of this building.

7-89  
7-10

CASE REFERRAL

1

2 PSC CASE NUMBER 58270-P SAO CASE NUMBER G2540-91

3 TAKEN BY DB TEL T TIME 9:14AM LOGGED X CARD \_\_\_\_\_

4 FROM MG DATE 07-02 DUE BY 07-10 IBOSS \_\_\_\_\_ FIELD DD \_\_\_\_\_

5 CUSTOMER'S NAME \_\_\_\_\_

6 COMPLAINANT \_\_\_\_\_

7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_

8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_

9 CBR # \_\_\_\_\_ AREA SO

10 COMPLAINT:

SPOKE WITH CARLOS MORALES IN ENGINEERING. CALLED SO. BELL ON 5/13 TO ADVISE THAT HIS WAREHOUSE OFFICE COMPLEX WOULD BE COMPLETED IN TWO WEEKS AND HE WOULD NEED SERVICE TO THE ENTIRE BUILDING. COMPLEX WAS COMPLETED ON 6/7 AND HE STILL HAS NO SERVICE. EVERY TIME HE CALLS HE IS TOLD THERE WAS A SCHEDULING MIX UP AND HE WOULD HAVE SERVICE BY THE FOLLOWING WEEK.

REFD TO: Kathy TEL# 795-3167

FAX # \_\_\_\_\_ OM RRP DATE 7-2 TIME 9:45

REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_

TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC DAD

INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_

CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:

\_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

HDO  
Bew

7-2/10:15 Bill Perez ref ext till 7-9-noon. Adv OK.





J

**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1  
January 31, 1991

2  
MEMORANDUM TO: Shirley Stokes

3  
FROM: Pat Shields

4  
RE:

5  
CASE NO. 37450 - P

6  
This is in final reference to an interim report dated January 23, 1991.

7  
The service order was released and assigned on January 24. An installer was dispatched that day and found the customer's vendor, AT&T, in violation of attaching its inside cable facilities to Southern Bell Telephone Company equipment. The vendor was notified by the customer to correct the problem.

The installer was re-dispatched on January 25, and completed the work and provided the customer with the service. Mr. Richardson called the customer and advised that the service was working at the location. The customer stated he was pleased and thanked Mr. Richardson for the effort and help in providing the service.



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1  
January 23, 1991

2  
MEMORANDUM TO: Shirley Stokes

3  
FROM: Pat Shields

4  
5  
6  
7  
RE:

CASE NO. 37450 - P

This is in further response to an interim report dated January 9, 1991.

The January 21, estimated completion date had been based on clearing defective pairs. However, after a field survey was made, it was discovered the cable deterioration for the cable which serves this customer was caused by gunshot bullets and ultraviolet exposure. It was determined that the cable could not be repaired and an engineering recommendation was made to replace 610 feet of defective aerial cable.

Authorization HE811807T was issued and approved on January 16, to provide the service by January 31.

On January 22, Mr. Richards advised the customer of the new service date.

A further report will be provided by February 13.



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 January 9, 1991

2 MEMORANDUM TO: Shirley Stokes

3 FROM: Pat Shields

4 RE:  
5  
6  
7

CASE NO. 87450 - P

Our investigation reveals that the customer applied for service for ten lines on November 19, 1990, with a desired due date of December 24, 1990.

The customer changed the due date to December 31.

The order could not be worked until January 2, due to the late placement of conduit, pull string and ground rod by the customer. An installer was dispatched on January 2, 1991, and found all assigned and vacant pairs in the cable defective except two pairs. The service order was split to provide the customer with two lines on the existing buried drops that were placed to the existing house, prior to being converted to a business account.

An order was issued for the eight remaining lines. The order was placed in a hold file for no facilities. A job order was issued to provide the facilities and the estimated completion date of January 21, was assigned.

On January 2, and January 3, the customer was advised of the facility problem and of the estimated completion date by the engineering office.

It was also determined on January 2, that the pull string in the conduit was not provided as requested.

On January 4, the customer called the business office and requested call forwarding be placed on the service. Three Way Calling and Call Waiting were added to the two existing lines working at the customer's premise.

2

On January 3, Mr. J. Lopez, Engineer, called the customer and acknowledged the receipt of the appeal. He apologized for any inconvenience and advised the customer that the ECD was still January 21.

A further report will be provided by January 28.

FOIBIOV

0000138

P-16-91

1-2



*DB*

✓

9:20

✓

SS

1/3

4/10

TAKEN BY:

(TEL.)

(MAIL)

(TIME)

(LOGGED)

(CARD)

(FROM)

(DATE)

(DUE BY)

IBOSS

CUSTOMER'S NAME:

**Southern Bell**

ADDRESS:

APT.:

CITY:

TEL. #:

PSC CASE #

37450-P

REFERRED TO:

CBR. #:

SAME

AREA:

SE

SERVICE MATTERS

RES.

BUS.

PUBLIC

RES. SERV. CENTER

BUS. SERV. CENTER

PUB. SERV. CENTER

HELD ORDERS/ENGR.

BILLING

DEPOSITS

TREATMENT ACTIVITY

INSTALLATION

MISSED APPT. INS.

MAINTENANCE

MISSED APPT. MNT.

CONSTRUCTION

SWITCHED SERVICES

OPERATOR SVC.

COMPTROLLERS

ANNOYANCE CALLS

DIRECTORY

ADVANCE SYSTEMS

MARKETING

DIAL-IT-SVC.

OTHER

COMPL. LETTERS

Customer's complaint:

SPOKE WITH CAROL MCKENZIE AT SO. BELL. REQUESTED T OF SERVICE OVER ONE MONTH AGO AND SO. BELL HAS ONLY CONNECTED TWO LINES. WANTS ALL LINES CONNECTED AND CF PUT ON THE LINE.

*1-3-91 yhor ad.*

*passed to  
copy Paul Davis  
407-837-6360*

*6 AS PSD  
PCC.*

REP'S. INITIALS & DEPT.

*Reggy 9:50*

*1-19-3018*

*1-9. cld. to Rosenthal  
old Bill. he's 11170*

*1-9. Earl Richardson - cld we have by 12*

INTERIM REPORT SENT

FOI B10V

0000139

CLOSED DATE

*407837 12374*



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1      September 13, 1991

2      MEMORANDUM TO: Shirley Stokes

3      FROM: Pat Godsil

4  
5  
6      RE:

7      CASE NO. 67092-P

8  
9  
10  
11  
12      Our investigation reveals that on May 20 Rey Llano, Engineer spoke with \_\_\_\_\_ to discuss the required support structures for the building under construction at the above address. He confirmed the information in a letter sent May 20 and also requested sets of the plans.

13      On May 24 \_\_\_\_\_ representative,  
14      \_\_\_\_\_, met with Mr. Llano at the site. They agreed as to the  
15      required support structures. \_\_\_\_\_ advised that the plans  
16      would be forthcoming.

17      On June 12 Mr. Llano received the plans. On June 17 sketches  
18      and a letter were sent to \_\_\_\_\_ and \_\_\_\_\_ detailing  
19      the required customer provided support structures. The letter  
20      also advised that the support structures must be in 60 days  
21      prior to the expected service date.

22      On August 27 Mr. Llano sent another letter to  
23      advising that the support structures were not yet in. The  
24      letter again reminded him that the structures must be in place  
25      and Southern Bell notified at least 60 days prior to the  
26      expected service date.

27      On September 3 \_\_\_\_\_ contacted Mr. Llano and confirmed  
28      that he had received the letter. On September 6  
29      contacted Mr. Llano again with his general contractor on the  
30      line. He claimed no one ever told him of the required support  
31      structures and demanded service by September 29.

2 The afternoon of September 6 Mr. Llano visited the premise. He  
3 found that the support structures were still not in place and  
4 the building was still under construction. He also found that  
5 no orders for service had been placed with Southern Bell at  
6 these locations.

7 On September 6 Orlando Soto, Manager, attempted to contact  
8 He was advised by that he was not in.  
9 Mr. Soto acknowledged the appeal with . He assured  
10 her we would do everything possible to provide timely service,  
11 however, support structures must first be placed per our  
12 previously mentioned letters.

13 Mr. Soto also contacted the general contractor and spoke with  
14 . He explained the requirements and faxed a copy  
15 of the sketches and letter.

Copies of the letters mentioned are attached for your  
convenience.

Attachments



**Southern Bell**

Room 225  
7797 West Flagler Street  
Miami, Florida 33144  
(305) 269-7770

1  
May 20, 1991

6  
6/2/91

**RE:**

**Dear Sir:**

We are informed that the above captioned project is planned for development in the near future.

Southern Bell's Building Industry Consulting Service stands at your disposal to assist you in the design of the necessary supporting structures to allow the provision of network telephone services throughout this project. This design will involve service entrance conduits, distribution conduits or raceways, distribution terminal locations or space and other details in order that this may be incorporated into your construction drawings.

Because of the complexities involved in providing telephone service to many new developments throughout our area, we request the earliest possible design meeting to determine the telephone service to be provided by Southern Bell. Please note that the needed supporting structure is to be furnished by the developer in reasonable time to meet service requirements.

Please take advantage of this service which we offer at no cost to you by contacting me at the telephone number listed above. If architectural site plans and/or electrical plans are now available, please forward two copies of each to our office.

In order to avoid service delays, your timely coordination is essential so that we may commence our planning, engineering and construction activities to provide telephone service for this project.

Yours truly,

Rey Llano  
Building Industry Consultant

043

2410000  
FOIB10V







**Southern Bell**

Room 225  
7757 West Flagler Street  
Miami, Florida 33144  
(305) 263-7770

1 June 17, 1991

2  
3  
4  
5  
6  
7

**RE:**

**Dear Sir:**

This is to confirm our agreements concerning customer provided support structures required to accommodate Southern Bell telephone facilities to provide network services to the demarcation point for the subject project. The attached specification, 590-91-0603, reflects only the requirements of Southern Bell. However, there may be other vendor telecommunications requirements such as conduit, sleeves and equipment space that you may need to consider in your plans. You should negotiate any additional requirements with your vendor(s).

If elevator telephone service is required to obtain a Certificate of Occupancy, your construction schedule should allow sufficient time for Southern Bell to install the serving terminal. Please call your local telephone company Business Office a minimum of one week in advance of the desired service date.

\* It is necessary that the agreed upon support structures be in place and Southern Bell be notified at least 60 days prior to the expected service date presently estimated to be August 30, 1991. The attached specifications reflects our agreements. If changes are required, prior to building completion, please inform us as soon as possible. Southern Bell recognizes that design changes are sometimes necessary and we will do our best to accommodate your needs. Please understand, though, that such changes may result in delayed service, and special charges may be applied in accordance with the general provisions of the tariff to recover any excessive cost incurred by Southern Bell.

If additional information is required, or if changes occur, please do not hesitate to contact me.

Yours truly,

Rey Llano  
Building Industry Consultant

RL/mr  
Attachment: 590-91-0603

36 cc: Mr. Chuck Morales, Southern Bell

071

3110000

FOIB10V



9-11  
9-13

CASE REFERRAL

2 PSC CASE NUMBER 67092-P SAO CASE NUMBER 6-3113-91  
 3 TAKEN BY MW TEL T TIME 12:05 LOGGED X CARD \_\_\_\_\_  
 4 FROM SS DATE 9-6 DUE BY 9-13 IBOSS \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA SO  
 10 COMPLAINT: \_\_\_\_\_

11 SB ADVISED IT WILL TAKE TWO MOS TO GET SERVICE AT THE ABOVE LOCATIONS. HE NEEDS TO HAVE SERVICE BY 9-29. SPOKE WITH MR. RAY LLANO.

HDO  
Bus

REFD TO: Maria TEL# 795-3167  
 FAX # \_\_\_\_\_ OM RRP DATE 9-6 TIME 12:35  
9-6/11:45  
 REDIRECT TO per Steve Sauer FROM \_\_\_\_\_ DATE \_\_\_\_\_  
mgr-eng ref to Orlando Soto  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM LI DOC DAD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

VERIFIED SEP 18 1991

FOIB10V

0000144

Attachment "B"

920260-TL

Wayne Tubough

Late Filed Deposition

Exhibit # 1(b)

03 / 1993

DOCUMENT NUMBER-DATE  
02488 MAR-48  
EPSC-RECORDS/REPORTING



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

**1992 BUSINESS**

- 1.
- 2.
- 3.
- 4.
- 5.
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- 7.
- 8.
- 9.
- 10.
- 11.
- 12.
- 13.
- 14.
- 15.

*Handwritten signature*  
①

DOCUMENT NUMBER-DATE

ABELL SOUTH Company

02488 MAR-4 88

FOIB10Y

FPSC-RECORDS REPORTING

0000145



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

A

1 July 2, 1992

2 MEMORANDUM TO: Shirley Stokes

3 FROM: Pat Shields

4 RE:

5  
6  
7

8 CASE NO. 22728-P

9 Our investigation reveals that since December 1991, when  
10 moved the construction trailer to this construction site,  
11 7 trouble reports have been placed regarding this telephone number.  
12 However, Mr. the construction foreman for  
13 was advised that a new cable would have to be placed to  
14 replace the old one. This cable was damaged on the construction  
15 site by unknown contractors.

16 was to advise our Southern Bell engineer to whom the  
17 bill was to be sent for the cable replacement. Because  
18 has not notified us, the cable has not been replaced.

On 6-24-92, at 11:34 A.M. a trouble report was received on "noise on the line". A commitment of 6-24, at 4:00 P.M. was given and the line tested as a swinging ground. The commitment was missed on 6-24, due to the unworkable weather conditions.

On 6-25, a technician was dispatched and the trouble was isolated to the temporary cable.

On 6-26, Mr. A. Moir, Assistant Manager, called the customer and acknowledged the receipt of the appeal and apologized for any inconvenience.

On 6-27, a facility technician was dispatched and the trouble was cleared in 3 different spots on the temporary cable and the underground feeder pair was changed due to a light battery condition. Repairs were completed on 6-29, and the service was restore. This outage was related to the construction damaged cable.



1 2

2 On 6-29, Mr. J. Montes, Engineer, reminded that  
3 Southern Bell was waiting for the notification as to whom to bill  
4 before the cable replacement could be done. said he  
5 had forgotten about.

The trailer has since been moved and is now fed by aerial drop wire, thus eliminating the need to replace the cable.

A local service adjustment for 5 days is being given in the amount of \$8.00.

7/6

CASE REFERRAL

2 PSC CASE NUMBER 22728-P SAO CASE NUMBER 012017-92  
 3 TAKEN BY DB TEL T TIME 10:40AM LOGGED X CARD \_\_\_\_\_  
 4 FROM SS DATE 6-26 DUE BY 7-6 IBOSS \_\_\_\_\_ FIELD DD 6/7/11  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL# \_\_\_\_\_  
 9 CBR# \_\_\_\_\_ AREA SO  
 10 COMPLAINT:

WILL ONLY BE AT CBR# FOR THE NEXT TWO HOURS. SERVICES OFF AND ON SINCE DECEMBER. OD NOW.

DOC DAD  
CLS MNT

REFERRED TO Sharon - TEL # 628-9150  
 FAX # \_\_\_\_\_ OM DLV DATE 6/26 TIME 1034  
 CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_  
 DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_  
 CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_  
 DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_

7-2 old Sharon -  
sd is FAXing this A.M.





Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 August 21, 1992

2 MEMORANDUM TO: Stella Maloy

3 FROM: Pat Godsil

4 RE:

5  
6  
7  
8 CASE NO. 28940-P

9 This is in final response to our interim dated 8-20-92.

10 On 8-17-92 contacted Mr. Vacas to advise the  
11 grounding job had been completed. Mr. Vacas advised that since  
12 the cable had already been received, our construction crew would  
13 be on the job the first thing the following morning to complete  
14 the work.

15 On 8-18-92 the crew was dispatched to work the job. They  
16 advised Mr. Vacas the job would be completed and ready for  
17 service by 8-19. Mr. Vacas met with and advised  
18 this.

19 On 8-19-92 the work was completed and service provided.

20 On 8-20-92 Mr. Vacas contacted and confirmed that all  
21 was OK. advised that she had received excellent  
service and was treated very professionally by all Southern Bell  
personnel she had dealt with. She also advised she would call  
the PSC and remove the complaint because she had nothing but the  
best to say about the type of service she received.

FX 8-26



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 August 20, 1992

2 MEMORANDUM TO: Stella Maloy

3 FROM: Pat Godsil

4 RE:

5  
6  
7  
8 CASE NO. 28940-P

9 Our investigation reveals that the customer's new location is a new building which was constructed adjacent to an existing remodeled structure. The owner's intention was to feed the new building from the building terminal located in the adjacent existing structure. NOTE: Southern Bell's Building Industry Consulting Service group was never notified by the developer/owner of the construction of the new building.  
15

16 On 6-12-92 the customer, applied for  
17 service with a desired due date of 8-15-92. The same day the  
18 order was referred to Engineering for facilities.

19 On 6-15-92, in order to give the customer immediate service,  
20 Ramiro Vacas, Engineer, advised to wire "out of limits" since  
21 there were no more available pairs in the terminal feeding that  
22 building.

23 Mr. Vacas also found other orders that had been placed  
24 requesting a total of 15 aerial pairs for the same location.  
25 Mr. Vacas contacted our Building Industry Consulting Engineer,  
26 Pedro Torres, to discuss the growth at this location and the  
27 need for another terminal.

28 Mr. Vacas also contacted the building owner and  
arranged to meet on 6-25 to discuss the support structures  
required.

2 On 6-25-92 Mr. Vacas and Mr. Torres met with at the  
3 new location. Mr. Vacas and Mr. Torres found that the two  
4 structures shared a common wall and was being fed from a 25 pair  
5 terminal located in the back of the remodeled structure. At  
6 this time was advised that a new entrance cable and  
7 terminal was required for the new building. Mr. Torres asked  
8 to provide him with a copy of the building floor  
9 plans so that he could start working in the Southern Bell  
10 Specification Package.

11 On 6-29-92 Mr. Torres went back to the premise and picked up the  
12 plans. He went over the plans with and explained the  
13 support structure requirements.

14 On 6-30-92 Mr. Torres mailed a letter confirming the  
15 requirements discussed on 6-29. The letter also stated that  
16 when the support structures are in place, the Building Industry  
17 Consultant needs to be notified and that this was necessary at  
18 least 30 days prior to the desired due date.

19 On 7-10-92 Mr. Torres went to the premise and found that  
20 although the support structures were in place, the grounding  
21 electrode system was not. advised Mr. Torres that  
22 his electrician would finish the job soon.

23 On 7-17-92 Mr. Torres went to the premise. He found that the  
24 grounding job was not complete.

25 On 7-27-92 Mr. Torres went to the premise. He found again that  
26 the grounding job was not complete.

27 On 7-28-92 Mr. Torres called office and spoke with  
28 the electrician. advised the grounding was not  
29 ready because he had not been able to find the bonding clamp  
30 necessary to complete the job. also advised he would call  
31 when the job was complete.

On 7-30-92 the entrance cable job was forwarded to our  
construction group with a completion date of 8-15-92.

2 On 8-11-92 Tony Rallo, Construction Supervisor, visited the  
3 premise. He spoke with father of  
4 owner of Mr. Rallo explained that the  
5 cable had been ordered and that as soon as it was received, his  
6 crew could complete the job. Mr. Rallo advised this would  
7 probably be the following week.

8 On 8-12-92 two additional orders were placed for service at this  
9 location. One had a desired due date of 8-13 and the other a  
10 desired due date of 8-21.

11 On 8-12-92 Julie Quick, Southern Bell Marketing, contacted Mr.  
12 Vacas for status on the order. Mr. Vacas advised when the cable  
13 was received, Construction would start working on it.

14 Ms. Quick expressed concern about the customer,  
15 being very upset about not having service yet. Mr. Vacas  
16 advised Ms. Quick that he would call explain the  
17 delay.

18 That same day Mr. Vacas attempted to contact but she  
was not available. He was able to speak with her father who  
clearly understood the situation. The father advised he would  
pass the information to his daughter. The father also advised  
they were planning to move to the new location by 8-19. Mr.  
Vacas advised he would do everything possible to provide them  
with service by then and that he would keep them informed of the  
progress.

On 8-13-92 Mr. Vacas contacted Mr. Torres who advised that as of  
this date, the customer's electrician has not informed him of  
the grounding job completion.

A further response will be provided by 8-31-92.

2-17

CASE REFERRAL

1

2 PSC CASE NUMBER 28940-P SAO CASE NUMBER G3343-92

3 TAKEN BY AAI TEL T TIME 11:40AM LOGGED X ~~CARD~~

4 FROM SM DATE 8-12 DUE BY 8-19 IBOSS FIELD DD

5 CUSTOMER'S NAME \_\_\_\_\_

6 COMPLAINTANT \_\_\_\_\_

7 ADDRESS \_\_\_\_\_ APT# \_\_\_\_\_

8 CITY \_\_\_\_\_ TEL# \_\_\_\_\_

9 CBR# \_\_\_\_\_ AREA SO

10 COMPLAINT:

11  
12

CUSTOMER IS MOVING TO A NEW LOCATION AT  
 KEEPING SAME #. SHE APPLIED FOR T OF SVC TO BE  
 INSTALLED AT NEW LOCATIN ON 8-12. S. BELL WAS AT LOCATION ALL  
 LAST WEEK AND AT 5:00PM ON 8-11 TOLD CSUTEOMER NOT ENOUGH CABLE-  
 WOULD BE BACK NEXT WEEK. NEEDS SERVICE NOW AND IS STILL GOING TO  
 MOVE.

DOC DAD  
 CLS HDO

REFERRED TO Kathy TEL # 795-3167

FAX # \_\_\_\_\_ OM RRP DATE 8-12 TIME 11:50

CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_

DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_

CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_

DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_

CASE REFERRAL

*ad'l info*

1  
 2 PSC CASE NUMBER 28940-P SAO CASE NUMBER G3343-92  
 3 TAKEN BY DB TEL T TIME 2:41PM LOGGED X CARD \_\_\_\_\_  
 4 FROM SM DATE 8-12 DUE BY \_\_\_\_\_ IBOSS \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL# \_\_\_\_\_  
 9 CBR# \_\_\_\_\_ AREA \_\_\_\_\_  
 10 COMPLAINT:

11 SHE WILL BE AT THE NUMBER AND AFTER THAT SHE WILL BE AT  
 12 HER CELULAR NUMBER PLEASE HAVE SOMEONE CALL HER ASAP.

*today.*

DOC \_\_\_\_\_  
 CLS \_\_\_\_\_  
 REFERRED TO Kathy TEL # 795-3167  
 FAX # \_\_\_\_\_ OM \_\_\_\_\_ DATE 8-12 TIME 2:45 PM  
 CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_  
 DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_  
 CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_  
 DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

3-24  
22:10  
select to service  
with

A

1 March 20, 1992

2 Memorandum to: Shirley Stokes

3 From: Marie Forbes

4 Re:

5  
6  
7

Case No. 10134-P

Our investigation reveals that on 3-17 an unrouted service order established new service at this location, which automatically completed in the data base on the due date. It was determined that there was trouble in the field and a technician was dispatched at 1:08 PM. The customer was not at the premise when the technician arrived.

The technician found that the network interface and associated cabling on the outside of the building was in disrepair. He found the customer's number to be working at the outside interface.

The customer arrived with the work partially completed and requested that the inside wiring be checked. The customer was advised at that time that no inside work was requested on the service order, but he would check it. Work was completed on the new outside network interface with the inside wire found on the customer's line connected.

Inspection of the inside wiring revealed haphazard wiring, multiple 25 pair house cables with connectors and jacks that appeared to have been tied down to an old PBX system, which had been removed by the previous tenant. One jack was found to have the customer's new service working on it in a back office.

The customer then requested that certain jacks in various locations be made to work on his new line. Noting the condition of the premise wiring, the customer was advised that this request would require time and material charges. At that point the customer became irate. All attempts to explain the charges and the situation were unsuccessful. The customer was advised that a supervisor would contact him.

- Mr. Bob Hereford and Mr. Jim Bex, field supervisors, arrived at the customer's location. They inspected the work done by the technician, then contacted the customer and explained what work would have to be done inside the building to provide the type of service he was requesting. We also explained the charges for the inside wiring work.
- The customer kept saying that there was previous service at this building and he would not accept any explanation as to why all the existing jacks would not work without the inside wiring being performed.

Mr. Hereford tried to explain that the previous tenant had numerous outside lines that would require Southern Bell to identify and reconnect to his new network interface. The customer became irate and ordered our supervisors off the property. Before leaving the property, the customer called Mr. Hereford over and asked him if the equipment that was removed by the technician belonged to Southern Bell. Mr. Hereford assured the customer that the equipment removed was an outdated network interface and it indeed belonged to Southern Bell.

On 3-18, Mr. Jim Bex, assistant manager, and Mr. Tom Peacock, manager, visited the premise to acknowledge the appeal. On this date the customer's main concern was the old network interface removed the previous day and if he could be held liable for the expense to his landlord for the cost to reestablish the multi-line system in the building at any future date.

Mr. Peacock assured the customer that there would be no additional charges, over and above the normal installation charges, to reconnect a multi-line system to the network interface outside the building. Both the customer and the landlord requested that this be stated in writing and then they would be satisfied. The requested letter was sent on 3-20.



CASE REFERRAL

PSC CASE NUMBER 10134-P SAO CASE NUMBER M-501-92

TAKEN BY MW TELT TIME 9:55 LOGGED X CARD

FROM SS DATE 3-18 DUE BY 3-25 IBOSS FIELD DD 3/23

CUSTOMER'S NAME

COMPLAINANT

ADDRESS APT.#

CITY TEL #

CBR # SAME AREA NO

COMPLAINT:

HAS SPOKEN WITH WHEN HE REQUESTED SERVICE CONNECTION, SB REMOVED THE MULTI-LINES SYSTEM FROM THE BUILDING OUTSIDE. HE ONLY NEEDED ONE LINE BUT HE DID NOT ASK SB TO REMOVE THE MULTI-LINES SYSTEM. HE WANTS THE SYSTEM REPLACED BECAUSE HE IS ONLY RENTING THE BUSINESS. HE DOES NOT WANT TO PAY THE OWNER TO HAVE THE SYSTEM REPLACED.

REFD TO: June TEL# 1-407-799-3341 FAX # 799-3568 OM SCK DATE 3-18 TIME 959A

REDIRECT TO FROM DATE

TEL # FAX OM DOC CST

INTERIM DATE DUE FIELD DD

CUSTOMER CONTACTED WITHIN 24 HOURS IF NO, REFERRED TO:

TEL NO DATE



Southern Bell

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Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 July 29, 1992

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Shields

4 RE:  
5  
6  
7

8 CASE NO. 25782 - P

9 Our investigation reveals that on 4-14-92, an order was placed for  
10 new service, with an estimated service date on 7-17.

11 On 7-1, the conduit placed by the developer was damaged and had to  
12 be repaired. This caused several days delay in Southern Bell's  
13 pulling of telephone cable into equipment room.

14 A further delay was encountered, around 7-15, when the equipment  
15 room door was locked. This delayed the final splicing of the  
16 telephone equipment for a least 2 days.

17 On 7-18, the customer's vendor, had its equipment backboards  
18 provided for Southern Bell, causing a further 1 day delay until the  
19 equipment was relocated.

20 In addition, during the period of time from 7-1, thru 7-15, the  
21 developer failed to have the air conditioning in the main equipment  
22 room turned on until 7-15. This caused a delay in testing the  
23 equipment and providing the service.

24 On receipt of the appeal, it was verified that the splicing would  
25 be completed as soon as possible.

26 The testing of the telephone circuits was completed on 7-24, and  
27 the service was provided.

28 On 7-28, Mr. Brent Bell, Engineer, spoke with the  
29 customer, apologized for any inconvenience and verified the service  
30 was working properly.

CASE REFERRAL

2 PSC CASE NUMBER 25782-P SAO CASE NUMBER P-3142-92

3 TAKEN BY MW TEL T TIME 12:00 LOGGED X CARD \_\_\_\_\_

4 FROM NP DATE 7-22 DUE BY \_\_\_\_\_ BOSS \_\_\_\_\_ FIELD DD 7/27-28

5 CUSTOMER'S NAME \_\_\_\_\_

6 COMPLAINTANT \_\_\_\_\_

7 ADDRESS \_\_\_\_\_ APT# \_\_\_\_\_

8 CITY \_\_\_\_\_ TEL# \_\_\_\_\_

9 CBR# \_\_\_\_\_ AREA \_\_\_\_\_ SE \_\_\_\_\_

10 COMPLAINT:

11 ON 4-14 THEY PLACED ORDER FOR \_\_\_\_\_ WERE TOLD WE COULD  
12 PROVIDE SERVICE ON 7-13. NOT DONE. NOW WERE TOLD 8-5. UPSET  
13 BECAUSE WHEN SHE PLACED ORDER SHE WAS TOLD THEY WOULD BE THE  
14 FIRST TO GET SERVICE. ALREADY HAS SERVICE.

15  
*N3KL41*  
*FAX*  
*OF 4/6/14*

DOC BWD  
CLS SWT

24 REFERRED TO Andy Spalding TEL # 1-742-1200-

FAX # \_\_\_\_\_ OM CEM DATE 7-22 TIME \_\_\_\_\_

CASE PASSED PER Andy Spalding TO Warren Kulkwid  
DATE 7-23 TIME 4:42 - P.M. NEW OM Fetzer

CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_

DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_

*7-27 - Per Mary - we have by 7-28-*



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 January 20, 1992

2 Memorandum to: Shirley Stokes

3 From: Marie Forbes

4 Re:  
5  
6  
7

Case No. 1502-P

Our investigation reveals that on 1-8, the customer called our office and placed an order for new service. The order did not reflect that it was for a temporary construction trailer.

On 1-9, The order was referred to engineers for facilities. The engineer visited the site and was advised that the installation was for a trailer, which was not yet on site. The engineer explained to the customer that there will be a billing to provide the temporary service unless he wants to provide the trench or structures to place the facilities. The customer agreed to provide the trench for placement of wire to nearby existing pole in lieu of construction charges.

On 1-11, the technician was dispatched to the site for installation, however, he was unable to gain access.

On 1-14, the technician was again dispatched to the site but the customer had not completed the trench 15 feet across driving area. The technician was unable to place the wire for service.

On 1-15, Mr. J. Lehman, engineer, visited the site and acknowledged the appeal. Mr. Lehman explained to the customer that wire cannot be placed until the trench is opened across the driving area. The customer was provided with the wire to place when the trench is completed and advised to call the engineer when the work is completed for a dispatch of the technician.

On 1-15, the customer called to advise that the trench was completed. The engineer updated the order accordingly and it is ready for dispatch on 1-16. On 1-16, the technician was dispatched and the service was provided. The engineer visited the site and verified that the service was working properly.

A BELL SOUTH Company

FOI810V

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CASE REFERRAL

PSC CASE NUMBER 1502-P SAO CASE NUMBER M-88-92

TAKEN BY MW TELT TIME 2:25 LOGGED X CARD

FROM SS DATE 1-14 DUE BY 1-21 IBOSS FIELD DD 1-19

CUSTOMER'S NAME

COMPLAINANT

ADDRESS APT.#

CITY TEL #

CBR # AREA SO

COMPLAINT:

HAS SPOKEN WITH SEVERAL REPS. SB HAS GIVEN HIM SEVERAL CONNECTIONS DATES FOR TEMPORARY CONNECTION WO RESULT. LAST PROMISE WAS TODAY. SB IS SAYING NOW THERE IS NO RECORD FOR CONNECTION TODAY. WANTS PROBLEM INVESTIGATED AND SERVICE CONNECTED.

NS2 899

REFD TO: Marta TEL# 252-5113

FAX # 378-5591 OM REL DATE 1-14 TIME 230P

REDIRECT TO FROM DATE

TEL # FAX OM DOC DAD

INTERM DATE DUE FIELD DD

CUSTOMER CONTACTED WITHIN 24 HOURS IF NO, REFERRED TO:

TEL NO DATE



Southern Bell

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Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

A

1 April 20, 1992

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Shields

4 RE:

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6  
7

8 CASE NO. 13738 - Inquiry

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Our investigation reveals that on 2-18-92, our Building Industry Engineer and our Engineer met with \_\_\_\_\_, Acting President of the \_\_\_\_\_ and the Maintenance Manager. We explained in detail that the cable supplying the service to the building 24, was failing and needed to be replaced. It was further explained that the \_\_\_\_\_ was responsible for furnishing and placing the conduit from the outside to the splice on the first floor. The customer was also advised that an electrician needed to be contacted to facilitate this matter.

18  
19  
20

A letter was sent to \_\_\_\_\_ explaining the situation and on 2 occasions, our engineer made a premise visit to monitor the progress of the work.

On 4-16, Mr. Barry Godin, Engineer, spoke with the customer and acknowledged the receipt of the appeal. Mr. Godin discussed the previously provided information with the customer and agreed to speak with the customer's electrician and explain what was required.

Mr. Godin advised the electrician of the requirements and advised him to contact Southern Bell when his job was completed.

Attachment



**Southern Bell**

8601 W. Sunrise Boulevard  
Plantation, Florida 33322

1 April 7, 1991

2 Dear \_\_\_\_\_ :

3  
4  
5  
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7  
8  
This correspondence is regarding our meeting last month concerning the Customer Conduit that will enable Southern Bell to replace the defective cable at \_\_\_\_\_ As I expressed to you in our conversation, the entrance cable is dangerously close to failing, therefore to avoid any lengthy service disruption we request that the new conduit be placed as soon as possible.

Please advise as to when you expect the new entrance conduit will be completed.

If there are any questions or if I can be of any assistance please call me at 476-2812.

Sincerely,

Barry Godin  
Engineer-Southern Bell

BAG/ma

cc: W. A. Kuhlewind

*Mailed 4/7*

CASE REFERRAL

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PSC CASE NUMBER INQ-13738-I SAO CASE NUMBER 967292  
 TAKEN BY DB TEL T TIME 10:50AM LOGGED X CARD \_\_\_\_\_  
 FROM NP DATE 4-14 DUE BY 4-21 IBOSS / FIELD DD 446  
 CUSTOMER'S NAME \_\_\_\_\_  
 COMPLAINANT \_\_\_\_\_  
 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 CBR # \_\_\_\_\_ AREA \_\_\_\_\_  
 COMPLA \_\_\_\_\_

TOLD BY SB THAT CONDUIT UNDERGORUND HAS TO BE REPLACE AND HE HAS TO PAY FOR IT AND REPLACE IT. HE WANTS TO MAKE SURE THAT WE ARE GIVING HIM THE CORRECT INFORMATION. COMMISSION DOES NOT WANT US ASKING THIS CUSTOMER WHY HE CALLED THE PSC LIKE WE DO SO MANY TIMES, THE CUSTOMER JUST WANTS TO MAKE SURE THAT HE IS GETTING THE CORRECT INFORMATION FROM SO. BELL.

REFD TO: Duran TEL# 1975-9139  
 FAX # \_\_\_\_\_ OM IP DATE 4/14 TIME 11:08  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC BWD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_





Southern Bell

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Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

A

1 January 6, 1992

2 MEMORANDUM TO: Shirley Stokes

3 FROM: Phyllis Savage

4 RE:

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9 CASE NO. 76618-P

10 This is a final reply from our interim report of 12-18-91.

11 The final shipment of cable was sent as scheduled and the job  
12 was completed on 12-30-91. Mr. Al Rudolph, Engineer, called  
13 and he told Mr. Rudolph that he was satisfied with  
14 the completed work.



Southern Bell

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Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 December 19, 1991

2 MEMORANDUM TO: Shirley Stokes

3 FROM: Phyllis Savage

4 RE:  
5  
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8

9 CASE NO. 76618-P

10 This is a further reply from the additional information that you  
11 called to us today.

12 On 12-19-91, our Building Industry Consultants, BIC Group took  
13 some orders out to check and see if developers had put in the  
14 right conduit. One of the employees went to  
15 without our Engineer's knowledge. They had a set of incorrect  
16 plans, and they told that he didn't need the conduit.

17 Bill Hatzmann investigated this and called He  
apologized for the confusion and misunderstanding. Everything  
is still on schedule with the estimated completion date of  
12-31-91.

A BELL SOUTH Company

FOIBIOV

0000166



Southern Bell

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666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 December 18, 1991

2 MEMORANDUM TO: Shirley Stokes

3 FROM: Phyllis Savage

4 RE:  
5  
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8

9 CASE NO. 76618-P

10 This is a further reply from our interim report of 11-26-91.

11 The final section of the cable is expected to ship on 12-23-91.  
12 The estimated completion date of the job is 12-31-91. Mr.  
13 Hatzmann informed of this schedule and the estimated  
14 completion date.

A further reply will be given by 01-07-92.

A BELL SOUTH Company

FOIBIOV

0000167



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 November 26, 1991

2 MEMORANDUM TO: Shirley Stokes

3 FROM: Phyllis Savage

4 RE:

9 CASE NO. 76618-P

10 Our investigation reveals on 8-19-91, Al Veldran, Building Industry  
11 Consultant, sent a letter to \_\_\_\_\_, Superintendent of the  
12 project. The letter detailed the conduit, backboard and electrical  
13 grounds required. The letter also stated that service would be  
14 provided within 60 days after the site was ready.  
15 signed and returned Southern Bell's copy of the letter.

16 \_\_\_\_\_ is constructing a 64 unit, 5  
17 building complex called the \_\_\_\_\_. There are  
18 currently no held service orders in this area.

19 During Southern Bell's design of the job, the engineer, Fred Starke  
20 was in contact with \_\_\_\_\_. \_\_\_\_\_ was requested to advise  
21 him when his conduit and backboard was completed.

22 On 10-28-91 \_\_\_\_\_ called Mr. Starke and told him that the job  
23 was ready for placement of Southern Bell's cable. That same day  
24 Fred Starke and Al Rudolph, Engineer inspected the site. It was  
25 determined that some of the conduit did not reach the easement  
26 and that the developer would have to place additional pipe.  
27 \_\_\_\_\_ was advised that Southern Bell's policy was not to order  
28 the cable until the site was ready. Mr. Starke also requested that  
29 \_\_\_\_\_ review the original letter of agreement.  
30 \_\_\_\_\_ pulled the letter from his file and the details were reviewed.  
31 It was again pointed out that Southern Bell would need a reasonable  
32 amount of time to complete the job. Mr. Starke stated that  
33 although the letter said that service would be provided within  
34 60 days, we would be sure to have it done sooner.  
35 \_\_\_\_\_ was asked to advise Mr. Starke when the conduit was ready.

36 On 10-30-91 \_\_\_\_\_ called Mr. Starke and told him the conduit  
37 was complete. Mr. Starke advised construction so the cable could  
be ordered.

1 Page Two

2 On 11-13-91 [redacted] called Mr. Starke to check on the progress  
3 of the job. Mr. Starke and Mr. Hatzmann advised [redacted] that  
4 the cable was scheduled to be placed the following week.

5 [redacted] said that was acceptable since he was expecting to complete  
6 the buildings in December.

7 On 11-20-91 the day the cable was scheduled to be placed the  
8 Plant Contract Supervisor, Mr. Mike Turturro, called Mr. Starke and  
9 Mr. Hatzmann advising they were recalling the cable shipment. they  
10 discovered a manufacturing defect and the cable was to be shipped  
11 back.

12 At 10:00 AM that same day Mr. Hatzmann notified [redacted] of  
13 the problem with the cable. The replacement shipment was being  
14 expedited and should be in by the end of the week. Mr. Hatzmann  
15 also stated the cable would be placed as soon as possible after  
16 receipt.

17 On 11-20-91 at 11:30 AM after receipt of the appeal Mr. Hatzmann  
18 again explained the situation to [redacted]. A date for  
19 completion of the job will be set upon receipt of the cable.

A further reply will be sent by 12-30-91.

FOI B I O V

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CASE REFERRAL

*act'l info*

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PSC CASE NUMBER 76618-P SAO CASE NUMBER 53789-91

TAKEN BY \_\_\_\_\_ TEL \_\_\_\_\_ TIME \_\_\_\_\_ LOGGED \_\_\_\_\_ CARD \_\_\_\_\_

FROM \_\_\_\_\_ DATE \_\_\_\_\_ DUE BY \_\_\_\_\_ IBOSS \_\_\_\_\_ FIELD DD \_\_\_\_\_

CUSTOMER'S NAME \_\_\_\_\_

COMPLAINANT \_\_\_\_\_

ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_

CITY \_\_\_\_\_ TEL # \_\_\_\_\_

CBR # \_\_\_\_\_ AREA \_\_\_\_\_

COMPLAINT:

*Cl. ce. today.*

SO. BELL TOLD HIM AFTER HE INSTALLED INTENSIVE PIPES THAT THE PIPES ARE NOT NEEDED AND THE SERVICES STILL NOT CONNECTED. SO. BELL HAS HAD LONG ENOUGH TO CONNECT THE SERVICES.

*SA wants updated report for ed & kev today.*

REFD TO: Barbara for Henry TEL# 1-999-9150

FAX # \_\_\_\_\_ OM \_\_\_\_\_ DATE 12/20 TIME 1236P

REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_

TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC \_\_\_\_\_

INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_

CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:

\_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 May 4, 1992

2 Memorandum to: Doug Martin

3 From: Marie Forbes

4  
5  
6  
7 Re:

Case No. 15148-P

This is with final reference to our interim reply of 4-29.

All the work was completed and service was provided on 4-29.

On 4-30, Mr. Scott visited the premise to verify that the service was working properly. The customer confirmed that they were and he was satisfied with the service.



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
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(305) 263-4816  
1-800-321-4327

1 April 29, 1992

2 Memorandum to: Doug Martin

3 From: Marie Forbes

4 Re:  
5  
6  
7

8 Case No. 15148-P

9 Our investigation reveals that on 3-6, Mr. E. L. Scott, engineer,  
10 contacted \_\_\_\_\_ regarding a building under construction  
11 at \_\_\_\_\_ Mr. Scott was informed  
12 the owner of the building was not available.

13 Mr. Scott explained to the secretary that if the above mentioned  
14 building was going to require more than five lines, it would  
15 require that they \_\_\_\_\_ place entrance conduit to enable Southern  
16 Bell to place entrance cable to the building. Mr. Scott requested  
17 that the building owner contact him as soon as possible.

18 Since Mr. Scott had not received a call from \_\_\_\_\_, he  
19 called them again on 3-10 and requested that the owner call him to  
20 discuss the entrance conduit. Mr. Scott called again the last week  
21 of March and left word for the owner to call him.

22 On 4-2, Ms. Patterson called Mr. Scott and advised that \_\_\_\_\_  
23 would be sharing the building with another tenant. Mr.  
24 Scott requested that the entrance conduit be placed as soon as  
25 possible and to have someone contact him to confirm, as a job  
26 order had to be issued to place the telephone cable.

27 On 4-21, \_\_\_\_\_ called and stated the entrance conduit  
had been placed and they would be moving into the building on 4-23.  
Mr. Scott visited the site and found the conduit did not extend to  
the property line as required. The electrician at the site  
informed Mr. Scott he would extend the conduit to the property  
line.



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called Mr. Scott on 4-23 and inquired about service to the building. Mr. Scott explained that it would be approximately two weeks before we could complete the job, which had been delayed due to lack of information on the entrance conduit. The customer stated that she wanted service by 5-1.

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Upon receipt of the appeal. Mr. W. G. Gallagher, engineer contacted to acknowledge the appeal. complained about the length of time we were taking to provide service. Mr. Gallagher explained that we would make every effort to complete the job order by 4-29.

A follow up report will follow by 5-7.

CASE REFERRAL

1  
 2 PSC CASE NUMBER 15148-P SAO CASE NUMBER S-736-92  
 3 TAKEN BY MW TEL T TIME 4:05 LOGGED X CARD \_\_\_\_\_  
 4 FROM \_\_\_\_\_ DATE 4-23 DUE BY 4-30 IBOSS \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA \_\_\_\_\_  
 10 COMPLAINT NAME same SE \_\_\_\_\_

11 MAILING ADDRESS IS  
 12 SPOKE WITH BILL GALLAGHER AND EUGENE SCOTT. REFERENCE TO SERVICE  
 13 AT HAS ALREADY INSTALLED  
 14 THE CONDUITS AND ARE WAITING FOR SB TO INSTAL THE CABLE. WHEN  
 15 MR. SCOTT CAME OUT HE SAID IT WOULD BE 2 WEEKS BEFORE WE GET THE  
 16 CABLE IN. THIKS THIS IS TOO LONG TO WAIT FOR A PHONE.

REFD TO: same TEL# 148-22-00  
 FAX # \_\_\_\_\_ OM FRK DATE 4/22 TIME 4:19  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC TRC  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 October 16, 1992

2 Memorandum to: Nancy Pruitt

3 From: Marie Forbes

4 Re:  
5  
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7

Case No. 36810-P

Our investigation reveals that on 9-4, the customer called our office and placed an order to transfer his service to a new location, due to Hurricane Andrew. We issued the order with a due date of 1-3-93 for the new location and 9-4 for the old location. The customer was advised that no field visit was necessary

On 9-9, the customer called to request a sooner due date for the new location. The customer was advised that we would work the order as soon as possible.

On 9-15, the customer called and again requested that the order be worked sooner. We changed the due date on the order to 9-16 at the customer's request. The service automatically completed on 9-16.

On 9-16 at 6:03 PM, the customer called to report a no dial tone condition. A commitment of 9-17 by noon was given. The line tested open out and a technician was dispatched at 8:58 AM. In the interim two subsequent reports were received. The technician found that there were no facilities available to provide the customer with service. The trouble was referred to the cable department.

The cable technician was dispatched on 9-19 at 5:03 PM. The trouble was then referred to the engineer, Mr. Jim Yeager, to issue the necessary job order to provide the cable facilities.

Mr. Yeager met with the trailer park owner on 9-24 to explain that conduit had to be placed before we could provide service.

Upon receipt of the appeal Ms. Nannette Carmody, assistant manager, contacted the customer to acknowledge the appeal. Ms. Carmody advised the customer that we would be starting a job order on 10-19 the would be necessary to provide him with service. The customer advise Ms. Carmody that a trailer near by was disconnecting their service on 10-15 and asked if we could use their facilities to provide him with service. Ms. Carmody agreed to check and we were able to reuse those facilities and service was provided to this customer on 10-15.

As information and adjustment was issued for \$17.41.

FOI BIOV

0000176

CASE REFERRAL

1

2 PSC CASE NUMBER 36810-P SAO CASE NUMBER 93811-92

3 TAKEN BY BDB TELFAX TIME 12:29PM LOGGED S CARD         

4 FROM NP          DATE 10-12 DUE BY 10-19 IBOSS  FIELD DD         

5 CUSTOMER'S NAME         

6 COMPLAINANT         

7 ADDRESS          APT#         

8 CITY          TEL#         

9 CBR#          AREA SO

10 COMPLAINT:         

SEE ATTACHED

DOC Dad

CLS ENG

REFERRED TO Daisy at 5984377 will TEL # 252-5113\*  
Adv PSC coming (Line by\*)

FAX # 378 5591 OM REL DATE 10/12 TIME 1:51 PM

CASE PASSED PER Marta (252-5113) TO April Luy 598-4190

DATE 10-12 TIME 3:00 NEW OM HTR

CASE PASSED PER          TO         

DATE          TIME          NEW OM

Oct 12, 92 11:39 No. 010 P. 19

Fla Public Service Comm

1 Name \_\_\_\_\_  
 2 Address \_\_\_\_\_  
 3 \_\_\_\_\_  
 4 City/Zip \_\_\_\_\_ County \_\_\_\_\_  
 Account Number \_\_\_\_\_  
 Has consumer contacted company? Yes  No \_\_\_\_\_ Who \_\_\_\_\_

Company SOUTHERN BELL TELEPHONE & TELEGRAPH  
 Attn. MARIE MURRAY  
 Consumer's  
 Telephone # (305)-451-2593  
 Can Be Reached \_\_\_\_\_

Request No. 36810P  
 By NEP Time 9:02 AM Date 10/09/  
 To CO. Time fax Date 10/12/  
 Complaint Type ts-35  
 Note \_\_\_\_\_  
 Justification \_\_\_\_\_  
 Closed by \_\_\_\_\_ Date  / /  
 Reply Received \_\_\_\_\_

See attached on delay of service.

### CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



101 EAST GAINES STREET  
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM  
WITH REPORT OF ACTION TO:

Nancy Pruitt

DUE: 10/27/92

FOI B13V

0000178

560101

RECEIVED  
AUG 18 1992  
TALLAHASSEE

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SOUTHERN BELL  
COMPLAINT DEPT.  
CC:FLORIDA PUBLIC SERVICE COMMISSION  
DIVISION OF CONSUMER AFFAIRS  
101 EAST GAINES STREET  
TALLAHASSEE, FL 32399-0867

7  
8  
9

TO WHOM IT MAY CONCERN,

I WAS RESIDING AT \_\_\_\_\_ AND  
MOVED TO ANOTHER LOCATION AT THE SAME ADDRESS  
I CONTACTED SOUTHERN BELL TO HAVE MY SERVICE MOVED TO THE  
NEW LOCATION AND WAS ADVISED THERE WAS A BOX AT THE B-12  
LOCATION AND THAT I WOULD BE TURNED ON THE FOLLOWING  
TUESDAY OR AS SOON AS THEY COULD GET IT CHANGED OVER. WHEN  
THE DAY CAME FOR THE CHANGE I FOUND THAT SPACE #B11 HAD  
BEEN TURNED ON AND I HAD NOT. I CONTACTED SOUTHERN BELL  
AGAIN AND WAS TOLD AGAIN THAT I WOULD BE TURNED ON THE  
FOLLOWING WEEK. I WAS NOT! I THEN CONTACTED SOUTHERN BELL  
AGAIN AND WAS TOLD I WAS ON LINE BUT IN FACT I WAS NOT.  
THEY WERE AGAIN CONTACTED AND I WAS AGAIN TOLD IT WOULD BE  
TAKEN CARE OF. IT WAS NOT. AT THIS TIME SOMEONE MOVED INTO  
SPACE A11 DIRECTLY BEHIND ME. THIS PERSON CALLED IN FOR  
SERVICE AND WAS ORIGINALLY TOLD IT MAY BE AS LONG AS  
JANUARY BEFORE THEY COULD GET SERVICE. THEY ADVISED  
SOUTHERN BELL THAT THERE WAS A SICK PERSON IN THE HOUSE  
AND THEY NEEDED SERVICE. AN ADDITIONAL LINE WAS THEN RUN  
TO MY BOX AT B12 AND THEY WERE GIVEN SERVICE. I STILL HAD  
NONE. THESE PEOPLE LIED AS THEY HAVE NO SICK PERSON AND  
LAUGHED ABOUT IT TO NEIGHBORS. I AGAIN CONTACTED SOUTHERN  
BELL AND WAS AGAIN TOLD I WOULD HAVE SERVICE BY 2 P.M. THE  
FOLLOWING DAY. I DID NOT GET IT. I AGAIN CALLED AND WAS  
GIVEN A TIME OF 11 A.M. THE FOLLOWING DAY, THIS DID NOT  
HAPPEN EITHER. I HAVE FINALLY GIVEN UP ON GETTING MY  
SERVICE TRANSFERRED AND MAINTAINING MY PRESENT OR PAST  
NUMBER WHICH I HAVE HAD FOR THE LAST SIX YEARS! I FEEL I  
WAS TREATED VERY UNFAIRLY AND SOUTHERN BELL HAD NO RIGHT  
TAKING THE BOX ASSIGNED BY THEM TO B12 AND GIVING IT TO  
B11 AND THEN RUNNING ANOTHER LINE IN TO MY ASSIGNED BOX  
AND CONNECTING IT TO A11.

FOI B10V 0000179

1 SEVERAL EMPLOYEE'S OF SOUTHERN BELL WERE OUT TO THIS AREA CHECKING ON THE PROBLEM AND ONLY TWO EVER CAME TO MY DOOR TO DISCUSS THE PROBLEM THEY CREATED WITH ME. I WAS ADVISED TO CALL A MR. JIM YEAGER WHO I UNDERSTAND WAS THE HEAD ENGINEER. I DID THIS ON THREE OCCASIONS AND LEFT MESSAGES ON HIS RECORDER. MY CALLS WERE NEVER RETURNED! I HAVE A 24 HR. BUSINESS HERE IN KEY LARGO FOR THE PAST THREE YEARS AND TRANSFER THE OFFICE PHONE TO MY HOME ON A REGULAR BASIS AND HAVE BEEN UNABLE TO DO SO FOR OVER ONE MONTH! I CANNOT EVEN USE MY CELLULAR PHONE AS I GET NO SERVICE IN THIS AREA DUE TO THE POWER PLANT NEXT DOOR AND OTHER AREAS OF INTERFERENCE THERE. THE COMPANY IS A SECURITY OPERATION AND A BAIL BOND OPERATION SO ALL EMERGENCY CALLS AT NIGHT CANNOT BE RECEIVED. MY SECURITY PEOPLE CAN GET INTO TROUBLE AND CANNOT REACH ME AND PERSONS WANTING TO BOND CANNOT REACH ME. AS YOU CAN SEE THIS CAN COST US CONTRACTS AND AS MUCH AS \$10,000.00 BY MISSING ONE BAIL BOND CALL. ALL OF THIS WAS EXPLAINED TO SOUTHERN BELL AND STILL I HAVE NO SERVICE.

19

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YOUR ASSISTANCE WOULD BE GREATLY APPRECIATED

21

SINCERELY

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0000180

FOIBIOV





*Log + pass*

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SOUTHERN BELL  
COMPLAINT DEPT.  
CC:FLORIDA PUBLIC SERVICE COMMISSION  
DIVISION OF CONSUMER AFFAIRS  
101 EAST GAINES STREET  
TALLAHASSEE, FL 32399-0867

7

TO WHOM IT MAY CONCERN,

8  
9

I WAS RESIDING AT AND  
MOVED TO ANOTHER LOCATION AT THE SAME ADDRESS  
I CONTACTED SOUTHERN BELL TO HAVE MY SERVICE MOVED TO THE  
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LOCATION AND THAT I WOULD BE TURNED ON THE FOLLOWING  
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FOLLOWING WEEK. I WAS NOT! I THEN CONTACTED SOUTHERN BELL  
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HAPPEN EITHER. I HAVE FINALLY GIVEN UP ON GETTING MY  
SERVICE TRANSFERRED AND MAINTAINING MY PRESENT OR PAST  
NUMBER WHICH I HAVE HAD FOR THE LAST SIX YEARS! I FEEL I  
WAS TREATED VERY UNFAIRLY AND SOUTHERN BELL HAD NO RIGHT  
TAKING THE BOX ASSIGNED BY THEM TO B12 AND GIVING IT TO  
B11 AND THEN RUNNING ANOTHER LINE IN TO MY ASSIGNED BOX  
AND CONNECTING IT TO A11.

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19  
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YOUR ASSISTANCE WOULD BE GREATLY APPRECIATED

21

SINCERELY

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Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 February 28, 1992

2 Memorandum to: Mike Dymek

3 From: Marie Forbes

4 Re:  
5  
6  
7

Case No. 6822-P

Our investigation reveals that the customer placed an order to transfer his service to the above address with a due date of 2-21. The order was not worked on the due date due to fact that the cable and terminal had been removed by the contractor during renovation of the building. There was a job order pending 2MX1017N to replace cable and terminal.

Upon receipt of the appeal, Mr. Philip Li, Engineer, contacted the customer and acknowledged the appeal. Mr. Li explained the problem and what was being done to correct it. Mr. Li explained that they should have their service the following day when the job order completed.

The work was completed on 2-25 and service was provided. A follow up call was made on 2-27 by Mr. Rod Perry, Assistant Manager, to verify that the service was working properly and the customer was satisfied.

As information the other orders were due date sooner and utilized the last of the existing facilities.

CASE REFERRAL

1  
 2 PSC CASE NUMBER 6822-P SAO CASE NUMBER 5-323-92  
 3 TAKEN BY MW TEL T TIME 10:35 LOGGED X CARD \_\_\_\_\_  
 4 FROM MD DATE 2-24 DUE BY 3-2 IBOSS \_\_\_\_\_ FIELD DD 227  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 CBR # \_\_\_\_\_ AREA SO \_\_\_\_\_  
 COMPLAINT: \_\_\_\_\_

APPLIED FOR A T & F TWO WEEKS AGO. IT WAS SUPPOSED TO BE COMPLETED THIS PAST WEEKEND. SB NOW SAID THERE IS NO CABLE AND HAS TO WAIT UP UNTIL 2 MONTHS. THE PAT BUCANAN CAMPAIN NEXT DOOR, SAME BLDG. APPLIED FOR SERVICE THE SAME TIME AND WE PROVIDED SERVICES. A SB REP SAID THAT POLITICAL CAMPAIN OFFICE TAKES PRECEDENCE OVER ANYTHING ELSE.

REFD TO: Alicia TEL# 441-5263  
 FAX # \_\_\_\_\_ OM GJD DATE 2/24 TIME 11:20  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC DAD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

*IMS*

*2-25-92  
 Philp - Sr.  
 268-7720  
 should be charged  
 to cost.*



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

A

1 July 13, 1992

2 MEMORANDUM TO: Melinda Pace

3 FROM: Pat Shields

4  
5  
6  
7  
RE:

CASE NO. 22999 - P

This is in final reference to an interim report dated 7-9-92.

The service was provided on 7-8.

The customer was contacted on 7-9, and said the service was working properly.



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 July 8, 1992

2 MEMORANDUM TO: Melinda Pace

3 FROM: Pat Shields

4 RE:

5

6

7

8 CASE NO. 22999 - P

9 Our investigation reveals that on 6-8-92, the customer requested  
10 that service be connected at \_\_\_\_\_, and disconnected  
11 at \_\_\_\_\_, on 6-10.

12 On 6-10, a technician was dispatched to install the service at the  
13 new location, but was not able to locate the address. A call was  
14 placed to the "can be reached number" and a man advised that the  
15 secretary had gone home for the day and would not return until 6-  
16 11. The order was placed in a hold file for customer reasons.

17 The technician was dispatched on 6-12, and was again unable to  
18 locate the address. We called the "can be reached number" and  
19 received no answer. The order was referred to the business office  
20 for an incorrect address.

21 On 6-15, the address on the order was corrected to

22

A technician was dispatched on 6-17, and at that time it was  
determined there were no underground or aerial cable facilities.  
The order was referred to the engineering office.

This location was an existing warehouse that had been converted  
into eight office spaces which required an entrance cable and  
building terminal. This customer was the first tenant at the  
location.

The customer was informed that our engineering office had to design a job to provide facilities for their telephone service. The order was also referred to maintenance to clear the pairs in the underground facilities and a job was to be issued for the aerial facilities. A service date of 7-8, was assigned to the order and the customer was advised.

On 6-18, 6-22, 6-24, and 6-25, our engineer spoke with the customer and advised that everything was being done to provide the service on 7-8.

On receipt of the appeal on 6-30, Mr. G. Van Kessel, Manager, made several calls to, but was not able to reach the customer. Mr. Van Kessel spoke with the customer on 7-1, and explained that the work was in progress and that the estimated service date was still 7-8.

16 On 7-2, Mr. Van Kessel spoke with the customer, who said that no one from Southern Bell had visited or called on 6-10, or 6-12. Mr. Van Kessel apologized for any inconvenience and again advised that service date remained 7-8.

A further report will be provided by 7-17.



CASE REFERRAL

1

2 PSC CASE NUMBER 22999-P SAO CASE NUMBER P-2050-92

3 TAKEN BY MW TEL M TIME 11:35 LOGGED X CARD \_\_\_\_\_

4 FROM MP DATE 6-30 DUE BY 7-8 IBOSS \_\_\_\_\_ FIELD DD 7/6/78

5 CUSTOMER'S NAME \_\_\_\_\_

6 COMPLAINTANT \_\_\_\_\_

7 ADDRESS \_\_\_\_\_ APT# \_\_\_\_\_

8 CITY \_\_\_\_\_ TEL# \_\_\_\_\_

9 CBR# \_\_\_\_\_ AREA \_\_\_\_\_ SO \_\_\_\_\_

10 COMPLAINT: \_\_\_\_\_

11 SEE ATTACHED CORRESPONDENCE FROM THE PSC.

T49010

DOC PAD  
CLS HDO

REFERRED TO Marta TEL # 252-5713

FAX # \_\_\_\_\_ OM RA DATE 7-6 TIME 4:15

CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_

DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_

CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_

DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_

7/6  
Ed <sup>gennet</sup> 252-5731  
we have ~~7-7~~ 7-7  
7-7, Marta - 252-5713  
we have 7/8 A.M.

000018R  
FOI B10V

Jun 30, 92 11:22 No.007 P.04706

Fla Public Service Comm

1 Name \_\_\_\_\_ Company SOUTHERN BELL TELEPHONE & TELEGRAPH

2 Address \_\_\_\_\_ Attn. MARIE MURRAY

3 \_\_\_\_\_ Consumer's Telephone # (305)-296-9995

4 City/zip \_\_\_\_\_ County \_\_\_\_\_ Can Be Reached (305)-745-4904

Account Number \_\_\_\_\_

Has consumer contacted company? Yes  No \_\_\_\_\_ Who \_\_\_\_\_

Request No. 22999P

By NGP Time 4:04 PM Date 06/29

To CO Time fax Date 06/30

Complaint Type ts-35

Note \_\_\_\_\_

Justification \_\_\_\_\_

Closed by \_\_\_\_\_ Date  / /

Reply Received \_\_\_\_\_

See attached letter from customer about the delay in transferring service to new location. Please respond by date shown below.

## CONSUMER REQUEST

FLORIDA  
PUBLIC  
SERVICE  
COMMISSION



101 EAST GAINES STREET  
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM  
WITH REPORT OF ACTION TO:  
Melinda Pace

07/15/92

DUE: \_\_\_\_\_

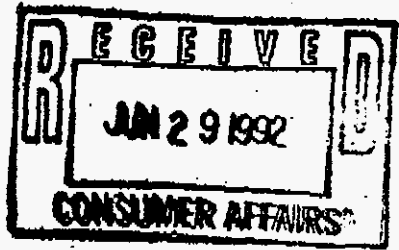
FOIRI0V

0000180

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9 June 25, 1992



10 The Florida Public Service Commission  
11 Division of Consumer Affairs  
12 101 East Gaines Street  
13 Tallahassee, FL 32399-0867

14 Dear Sir,

15 At this time I wish to inform you that  
16 is extremely disappointed in the services of Southern  
17 Bell.

18 I originally scheduled our service  
19 to be transferred to our new office location  
20 on June 10, 1992. No representative showed up so I rescheduled  
it for June 12, 1992. Again, no representative showed up. It  
was rescheduled for June 15, 1992 at which time I was finally  
notified and told that Southern Bell could not find the new loca-  
tion. I was told that I have an invalid address. How absurd!  
Once again, I rescheduled the transfer of our services for June 17,  
1992. At this point I was told that there is insufficient cable at  
our new location and that our phone lines could not be transferred.

Please keep in mind that the closing on our property at the old  
location was June 12, 1992, therefore, making access to our phones  
and fax machine very inappropriate and inconvenient!

Today I called the Bureau of Appeals and Criticisms to inform them  
of this all happening. I was connected to the engineer, Ed Genner,  
who I have spoken to several times since June 17, 1992. I am not  
satisfied with his response. He says that they are working on the  
problem-to the best of their ability and that they are trying to  
complete this problem by July 8, 1992. This is almost a month from  
the original scheduled transfer date!

Your response would be appreciated at your earliest convenience.

0000190

FOI B10V

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9 PAGE TWO

10 Obviously you can not reach me at the above mentioned numbers  
11 unless you wish to just leave a message. My mobile phone number  
12 is

13 I look forward to hearing from you.

14 Sincerely,\

15  
16  
17

FOIR10V 0000191



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 December 22, 1992

2 MEMORANDUM TO: Shirley Stokes

3 FROM: Phyllis Savage

4 RE:

5  
6  
7  
8

9 CASE NO. 44179-P

10 Our investigation reveals that on 12-14-92 at 12:05 PM,  
11 called the business office and asked for a manager. The call was  
12 given to Kathy Denniston, Assistant Manager.

13 expressed he had been waiting over a month for dial tone  
14 at his new location and there still was no service.

15 Kathy explained to that on the original due date, 12-11  
16 a service technician was dispatched to the location and there were  
17 no facilities available due to the cable not being cut into the  
18 building. said the technician had told him that, but he  
19 wanted service right away and wanted to speak to the department  
20 responsible for the cable problem.

21 Kathy bridged with the Engineering Department who agreed  
22 to see if we could improve the 12-18-92 objective service date. We  
23 agreed to call by 5:00 PM that day and let him know the  
24 status.

25 At 3:30 PM the Engineering Supervisor, Dot, left word with  
26 that a pit would be opened on 12-14, the splice done on  
27 12-15, and service would be working by 12-16-92.

28 At 3:46 PM, Kathy Denniston received a higher management complaint.  
29 This appeal stated several different problems that  
30 hadn't discussed in his first contact with Kathy.

31 Kathy called and discussed each item. The message left  
32 by Engineering hadn't been retrieved by so Kathy  
33 explained that he would have service by December 16.

1 Page two

2 The mileage charges on his account that he complained about  
3 appeared to be for interroom services on an old phone system. Kathy  
4 agreed to remove them and credit back to August 1, 1985.  
5 was satisfied with that.

6 also complained about a hum on his second line which he  
7 reported but it wasn't really important since the service would be  
8 moved on Wednesday.

9 The last line in his rotary service, 431-3121, was not working and  
10 he was currently being billed. Again stated that since  
11 the service would be moved on Wednesday, he only wanted credit back  
12 to the installation date. There was no need to get the line  
13 working at the old address since it was to be at the new location  
14 on 12-16.

15 The customer was satisfied with the resolution of his complaints.  
16 Kathy advised that she would be out of the office on  
17 Tuesday, 12-15, but she gave him her direct number in case of a  
18 problem.

19 On 12-15 at 5:15 PM, left a voice message for Kathy  
20 stating that his second line was not repaired but "not a big  
21 deal since service will be installed at the new location tomorrow".

22 On 12-16, at 8:00 AM Kathy checked the service order to move  
23 to their new building. Although the  
24 construction work had been done, the order had not been assigned  
25 and therefore not routed.

26 Kathy called the Facility Assignment office to expedite and called  
27 Lee Pritts, Installation Foreman, to authorize a dispatch by the  
28 original technician. Mr. Pritts agreed and the technician was  
29 dispatched to this job.

30 Kathy then received a second higher management appeal from  
31 She attempted to reach him at his business number, but  
32 they indicated they didn't know him. She then left a message  
33 at his residence number to call her.

At 11:05 AM upon receipt of the complaint Kathy called Gary  
to acknowledge the complaint. A message was again left at the  
residence number.

Kathy then paged the technician to verify he was on the job and  
that the work would be completed.

1 Page three

2 At 4:18 PM Kathy left word for Gary that the technician had all but  
3 the last line working and it was being worked by the central  
4 office.

5 On 12-17-92, called Kathy to advise that 431-3121 was  
6 still not working at the new location. She referred the problem  
7 to the central office and was advised that frame was working to  
8 correct the problem.

9 At 12:00 AM Kathy spoke to and he advised that he would go to  
10 the premise later that day and advise her of any further problems.

11 On 12-18-92 called to advise that the line had battery but  
no dial tone. Kathy had the maintenance administrator work the  
computer side of the trouble and a technician was dispatched out.  
The trouble was cleared and the customer had dial tone on 431-3121.  
Mr. DeCanter was present when a test set was hooked up to show dial  
tone. The customer was satisfied.

CASE REFERRAL

1  
 2 PSC CASE NUMBER 44179-P SAO CASE NUMBER S-4345-92  
 3 TAKEN BY BMW TELT TIME 9:15 LOGGED X CARD \_\_\_\_\_  
 4 FROM SS DATE 12-16 DUE BY 12-23 IBOSS \_\_\_\_\_ FIELD DD 12/21  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL# \_\_\_\_\_  
 9 CBR# \_\_\_\_\_ AREA SE

10 COMPLAINT:  
 11 MAIN NUMBER IS WORKING AT THE OLD LOCATION. APPLIED FOR A T & F  
 12 ON 10-14. ALSO REQUESTED A NEW HUNTING TELEPHONE NUMBER. WANTS  
 13 PROBLEMS RESOLVED.

REFERRED TO Richie TEL # 1-904-350-066 DOC BWD  
 FAX # \_\_\_\_\_ OM DM DATE 12/16 TIME 9:30am CLS SVC  
 CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_  
 DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_  
 CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_  
 DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_





Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 February 27, 1992

2 Memorandum to: Nancy Pruitt

3 From: Marie Forbes

4 Re;  
5  
6  
7  
8

Case NO. 6797-P

Our investigation reveals that the customer called to apply for service in a construction trailer on 1-9-92 and requested a desired due date of 1-15.

The customer was referred to the Building Industry Consultant group due to lack of facilities and because special construction charges were required to provide the needed facilities to the temporary structure. The price finally quoted and accepted by the customer was \$2,000.00, which was paid on 2-6.

The customer was advised that we would try to provide the service by the requested date of 2-21. This was well within the 30 day commitment that is given on special construction.

The job order 2M2-5411B was issued on 2-7 and sent to construction on 2-8. The cable required for the job was ordered "Rush" on 2-17, but not received until 2-21. Due to this delay the service was not provided on the target date.

Upon receipt of the appeal, Mr. Jorge DeApodaca, Manager, attempted unsuccessfully to reach the customer to acknowledge the appeal. The job completed that day and the next morning construction released the facilities. The orders were assigned and routed for the following day, since twelve lines were involved.

Mr. Andee Anderson, Engineer, visited the premise with Mr. Tom Presnell, Senior Engineer, to confirm that the customer was ready for the service. However, they did not make contact with on site.

1 Mr. Anderson did speak with \_\_\_\_\_ and advised him of the  
2 situation. That evening Mr. Anderson called and spoke with  
3 \_\_\_\_\_ who advised that he would call \_\_\_\_\_ and have  
4 him call Mr. Anderson that evening or tomorrow morning. No call was  
5 ever received from \_\_\_\_\_

6 On 2-26, the technician was dispatched to the premise. Mr.  
7 DeApodaca spoke with \_\_\_\_\_ and advised that  
8 the technician had been dispatched to provide the service.  
9 \_\_\_\_\_ said that he had called the office to change the billing to  
10 \_\_\_\_\_ instead of \_\_\_\_\_. The customer seemed  
11 satisfied that he would receive the service that day.

12 On 2-27, Mr. DeApodaca called and spoke with the receptionist who  
13 advised that everything seemed to be in working order. Mr.  
14 DeApodaca provided his name and number and requested that  
15 \_\_\_\_\_ call him.

1  
CASE REFERRAL

2 PSC CASE NUMBER 6797-P SAO CASE NUMBER M 320-92  
3 TAKEN BY DB TELT TIME 9:23AM LOGGED X CARD \_\_\_\_\_  
4 FROM NP DATE 2-24 DUE BY 3-02 IBOSS \_\_\_\_\_ FIELD DD 2/27  
5 CUSTOMER'S NAME \_\_\_\_\_  
6 COMPLAINANT \_\_\_\_\_  
7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
8 CITY \_\_\_\_\_ TEL # B \_\_\_\_\_  
9 CBR # \_\_\_\_\_ AREA SO \_\_\_\_\_  
10 COMPLAINT: \_\_\_\_\_

APPLIED FOR SERVICE AT THAT ADDRESS. IT IS A CONSTRUCTION SITE WHERE HE IS BUILDING THE WIN DIXIE DISTRIBUTION CENTER. HE PAID \$2,000 FOR EXTENSION OF FACILITY. SO. BELL PUT IN THE NEW POLE BUT NOTHING ELSE HAS BEEN DONE AND THE JOB WAS TO HAVE BEEN COMPLETED LAST FRIDAY. ~~THE JOB NUMBER 2-M25-411B OR D AT END HE COULD NOT TELL. PEOPLE WORKED AT SO BELL IS LEROY WILLIAM AT 471-3792, AND D.C. ANDERSON.~~ Spoke w/

REFD TO: Sherry Nelson TEL# 795-3167  
FAX # 756-1833 OM RRP DATE 2/24 TIME 930A  
REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC DAD  
INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
\_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

A  
1 August 7, 1992

2 Memorandum to: Melinda Pace

3 From: Marie Forbes

4 Re:

5  
6  
7

8 Case No. 22726-P

9 This is with final reference to our interim reply of 7-6.

10 On 7-10, Ms. Francis received notification from  
11 electrician that the conduit was completed.

12 On 8-6, our construction forces completed the job and removed all  
13 restrictions for the shopping center. The order for the tenant,  
14 , has been released.

15 Ms. Francis contacted , representative of and  
16 advised him that his order was being released. Ms. Francis called  
17 , who was not available and spoke with his secretary,  
18 and advised her that restrictions were being removed.  
19 The customer is satisfied.



Southern Bell

Special Assistance Bureau  
866 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

July 8, 1992

MEMORANDUM TO: Melinda Pace

FROM: Pat Godsil

RE:

CASE NO. 22726-P

Our investigation reveals that on 1-13-92 we received an order for service for [redacted] which feeds out of the meter room at [redacted] Village Shopping Center. The order was held for insufficient underground pairs.

On 1-16-92 our contractor visited the site and determined that conduit was needed to reinforce the entrance cable to the meter room at [redacted]

On 1-17-92 Martina Francis, Engineer, contacted the tenant, [redacted] and [redacted] office, and advised them of the facility problem. Subsequently the original order for [redacted] was filled using vacant pairs made available from lines that were disconnected by [redacted]

On 2-12-92 we received an order for five additional lines from [redacted]. We explained that a facility problem still existed at that location. [redacted] requested additional information on conduit requirements. We advised the customer we would send a letter with a preliminary sketch.

At this time we also contacted [redacted] with [redacted]. She advised that conduit placement would be up to the tenant.

On 2-14-92 Ms. Francis, Southern Bell Eng., visited the site and spoke with [redacted] and [redacted]. They were advised that the appropriate representative for the Village Shopping Center needed to contact her. She left her name and number.

2 On 2-21-92 Ms. Francis met with City Gas and Underground  
3 Utilities Notifications. They marked the splice and existing  
4 cable with orange paint to This was done  
5 so that the customer's electrician knew where to place the  
6 conduit.

7 On 2-24-92 Ms. Francis spoke with She faxed him a  
8 letter which included the conduit requirements of 2-2" PVC to  
9 the meter room at The same information  
10 was also faxed to

11 On 3-10-92 Ms. Francis spoke with Bob advised that  
12 the property owners are not willing to place conduit but he is  
13 still negotiating. He advised he would call Ms. Francis when  
14 the decision is made.

15 On 4-16-92 the order for was released. The required  
16 facilities were made available through disconnects of other  
17 customers.

18 On 4-29-92 Ms. Francis received a call from  
19 advised that they now have a new tenant moving  
20 in and the tenant was advised of the restricted facilities by  
21 the business office. Ms. Francis reminded of the previous  
22 conversations regarding the facility situation. She also  
23 advised of the letter dated 2-21-92 to with a copy to  
24 advised she didn't have it and requested  
25 another copy. The letter was faxed again.

26 Ms. Francis also advised again that an appropriate  
27 representative for the building owner would need to contact her  
28 for detailed specifications if they were willing to place the  
29 conduit because as of 4-29-92 there was no commitment yet from  
30 the tenant or building owner to place the conduit.

31 On 5-4-92 contacted Ms. Francis and  
32 requested a letter addressed to advising of  
33 the facility situation. This letter was faxed the same day.  
34 NOTE: At this point, there were no service orders pending for  
35 any new tenants.

2 Ms. Francis advised that the owner needs to advise if they  
3 are willing to place the conduit. She also advised that after  
4 the conduit is placed, Southern Bell would need a reasonable  
5 amount of time to work the job.

6 On 6-9-92 Sandy O'Neil, Southern Bell Engineer, received an  
7 order for two lines for Only one line was available at  
8 that time.

9 On 6-11-92 Ms. O'Neil received an order for  
10 which also feeds out of the meter room at  
11 The order was held as facilities were still not  
12 available. That same day Ms. O'Neil and a technician visited  
13 the premise and repainted our splice and cable to the meter room  
14 at

15 On 6-15-92 Ms. O'Neil received a call from  
16 Ms. O'Neil re-faxed the Southern Bell letters dated  
17 5-4-92 and 2-21-92.

18 On 6-17-92 called Ms. O'Neil to advise that the conduit  
19 had been placed.

20 On 6-18-92 Ms. O'Neil received a call from  
21 He advised they needed the cable placed by the  
22 following day.

23 On 6-22-92 Contract Engineer, Pat Feo, with U.C.I., representing  
24 Southern Bell, met with O. Espinosa, Building Industry  
25 Consultants Engineer-Southern Bell, and  
26 electrician representing They reviewed the  
27 conduit. They found that the customer's electrician placed the  
28 conduit at the wrong location. The conduit was placed to the  
29 meter room at not  
30 requested.

31 The Contract Engineer, Pat Feo, and the Southern Bell BIC  
32 Engineer, O. Espinosa, advised  
33 that there may be a problem and that they would need to get back  
34 with him after reviewing further.

2 On 6-24-92 Ms. Francis, Southern Bell Engineer, received a call  
3 from the customer's electrician, , requesting a  
4 status on the cable. Ms. Francis advised there was a problem  
5 with the conduit being placed to the wrong meter room.

6 insisted that it was placed to the correct meter  
7 room. He further stated he couldn't understand why Southern  
8 Bell needed conduit when so many vacant facilities were in the  
9 meter room.

10 Ms. Francis explained that the meter room at  
11 had a 100 pair terminal and that yes, facilities were  
12 available there, however, the conduit was needed to the meter  
13 room at as this meter room was serving the  
14 customers who needed the service.

15 Ms. Francis asked if he had seen the Locator's  
16 markings indicating where the conduit was to be placed. He just  
17 kept insisting that the conduit was placed to the correct meter  
18 room.

19 Ms. Francis then requested a meeting with that  
20 day. advised he could meet at the site the  
21 following day.

22 On 6-25-92 Ms. Francis, Pedro Torres Building Industry  
23 Consultant Engineer-Southern Bell, and Pat Feo Contract  
24 Engineer, met with at the site. It was determined  
25 that the conduit was placed incorrectly, however, if the  
26 building owner was willing to place additional conduit between  
27 and Southern Bell would try to engineer the job  
28 accordingly.

29 agreed to place the conduit between the meter rooms  
30 saying this would be easier than trying to correct the mistake.  
31 Mr. Torres agreed to provide with appropriate  
32 specifications.

33 On 6-25-92 the Southern Bell engineer received a call from  
34 The engineer advised that the conduit was in  
35 but to the wrong meter room and the building owner was willing  
36 to run additional conduit between the meter rooms.



1 Page 5

2 On 6-26-92 Jorge DeApodaca, Engineer, and Ms. Francis, Engineer,  
3 called office to acknowledge the appeal. His  
4 secretary, advised that was not  
5 available. They left a message for to call.

6 On 6-29-92 Mr. DeApodaca spoke with and explained the  
7 above. The also advised that Southern Bell needs conduit from  
8 either the street or the other meter room. agreed to  
9 place the conduit and notify Mr. DeApodaca upon completion.

A further response will be provided by 9-8-92.

CASE REFERRAL

2 PSC CASE NUMBER 22726-P SAO CASE NUMBER 9201992  
 3 TAKEN BY DB TEL T TIME 10:35AM LOGGED X CARD \_\_\_\_\_  
 4 FROM MP DATE 6-26 DUE BY 7-06 IBOSS \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 5 CUSTOMER'S NAME UNITED PROPERTY MANAGEMENT  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL# \_\_\_\_\_ B \_\_\_\_\_  
 9 CBR# \_\_\_\_\_ AREA SO  
 10 COMPLAINT:

11  
12

HE MANAGES THE VILLAGE SHOPPING CENTER AT  
 . HE CALLED SO. BELL OVER ONE MONTH AGO TO ORDER  
 SERVICE FOR TWO NEW TENANTS, HE WAS TOLD THERE WERE NOT ENOUGH  
 LINES FOR NEW TENANTS, HE DUG UP AND PLACED CONDUIT FOR MORE  
 LINES. WHEN SO. BELL TECHNICIAN WENT OUT AFTER HE HAD DONE THE  
 WORK HE FOUND OUT THAT THERE WERE OVER 70 LINES AVAILABLE, IT HAD  
 NOT BEEN NECESSARY FOR HIM TO DO THE WORK. SERVICE STILL HAS NOT  
 BENE CONNECTED FOR THE TWO TENANTS AND HE ALSO FEELS THAT SO.  
 BELL SHOULD REIMBURSE HIM FOR THE COST OF THE UNNECESSARY WORK  
 THAT HE DID.

DOC DAD  
 CLS HDO *Bus*

REFERRED TO Kathy TEL # 795-367  
 FAX # \_\_\_\_\_ OM RRP DATE 6-26 TIME 1:45  
 CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_  
 DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_  
 CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_  
 DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

A 1 March 30, 1992

2 Memorandum to: Mike Dymek

3 From: Marie Forbes

4 Re:  
5  
6  
7

8 Case No. 9210-P

9 This is with final reference to our interim reply of 3-20.

10 On 3-19, all lines were cutover to the new cable route. On 3-20,  
11 the entire job authorization was completed. Ms. Barbara Hall,  
12 assistant manager, contacted the customer to advise that the job  
13 order had been completed. In addition we notified  
14 manager of the mall, that all the work had been  
15 completed.



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 March 20, 1992

2 MEMORANDUM TO: Mike Dymek

3- FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 9210-P

Our investigation reveals that in preparation for the proposed Broward County construction on the bridge to the Broward Mall, an engineering work order was prepared and approved on August 1, 1991. The job entailed rerouting the duct structure and cable entrance into the mall. The job was not to be issued until notification and verification of the proposed scheduled work on the bridge.

Without notification to Southern Bell, Broward County Project #5072 began work. No cable locations had been secured or identified and on September 16, 1991, ABC Cutting, a sub-contractor for Weekley Asphalt Paving, cut Southern Bell's cable in several locations while dismantling the bridge to the mall. Repair crews were able to restore all service by September 23. In response to the cut cable, and Southern Bell's concern over the protection of the existing cable, our engineering job order was released on September 17.

The construction of the duct structure was scheduled to start on October 21. In the first week of October however, John Brouillard, Southern Bell Engineer, was informed that the Broward County project was put on hold due to some on-site problems discovered by the contractor. Southern Bell's work was then tentatively rescheduled to begin in early December.

In late November, Mr. Brouillard was notified that work on the bridge had been suspended again at the request of the management of the mall due to the impending Christmas shopping season. At this point Southern Bell was required to reschedule the duct work to begin in January, 1992. On January 6, Southern Bell started placing the new duct structure. It was completed on January 28.

1 Page 2

2 On February 6 Mr. Brouillard received a letter from  
3 The same day, Barbara Ball, a Southern Bell Manager, left a  
4 message for to call regarding the  
5 status of the bridge work. Also at this time we alerted our  
6 construction department to the urgency of the job.

7 On February 11 a second message was left for  
8 requesting anticipated start and completion dates. In the  
9 meantime, our construction department was expediting delivery of  
10 the required cable. The cable was placed on February 12. On  
11 February 14 ABC Cutting damaged the active cable on the bridge  
12 again.

13 On February 26 our engineering department requested assistance  
14 expediting the required customer releases to improve upon the  
15 construction completion dates. The normal interval for the  
16 Megalink releases was also accelerated to be available by March  
17 5. Our construction department advised that the cutover would  
18 begin within two weeks.

19 On March 6 our engineer attempted unsuccessfully to reach Mr.  
20 Warren Craven about the status of the project.

21 On March 16 rerouting of the subscriber lines was started. The  
22 estimated completion date is March 20. On March 17 Louis  
23 Toledo, Engineer, left word for to call to  
24 acknowledge the appeal.

A further response will be provided by April 3.



1 Name WEEKLEY ASSOCIATE PAVING, INC. Company SOUTHERN BELL TELEPHONE & TELEGRAPH  
 2 Address \_\_\_\_\_ Attn. MARIE MURRAY  
 3 \_\_\_\_\_ Consumer's  
 Telephone # \_\_\_\_\_  
 4 City/Zip \_\_\_\_\_ County \_\_\_\_\_ Can Be Reached \_\_\_\_\_  
 Account Number \_\_\_\_\_  
 Has consumer contacted company? Yes  No  Who \_\_\_\_\_

Request No. 9210P  
 by MCD Time 10:10 AM Date 03/12/92  
 To CO Time fax Date 03/13/92  
 Complaint type ts-35  
 Note \_\_\_\_\_  
 Justification \_\_\_\_\_  
 Closed by \_\_\_\_\_ Date    /   /  
 Reply Received \_\_\_\_\_

Please see attached complaint and respond.

FOI B10V

0000210

**CONSUMER REQUEST**

FLORIDA  
 PUBLIC  
 SERVICE  
 COMMISSION



101 EAST GAINES STREET  
 TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM  
 WITH REPORT OF ACTION TO:  
 Mike Dymek

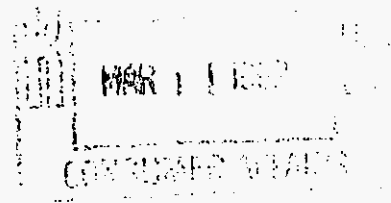
03/30/92

DUE: \_\_\_\_\_

1  
2

CERTIFIED RETURN RECEIPT  
P 707 649 545

March 6, 1992



PUBLIC SERVICE COMMISSION  
Fletcher Building  
101 E Gaines Street  
Tallahassee, FL 32399

Attention: Mr. George Hanna

RE: Broward County Project No. 5072  
Construction of Broward Blvd. Pine  
Island Rd to University Dr., Plantation  
Broward County, Florida  
CT&A Project No. 89-005A

Dear Sir:

We are requesting your assistance in resolving the problem we are having with Southern Bell relocations on the above referenced project.

Please contact me as soon as possible if additional information is required.

Respectfully,

23

24

25

26

27

29 cc: Warren R. Craven, Craven Thompson & Associates  
30 William Fowler, Broward County, Engineering Department

31

FOI810V

0000211



1  
2

CERTIFIED RETURN RECEIPT  
P 707 649 544

March 6, 1992

SOUTHERN BELL TELEPHONE CO.  
8601 West Sunrise Blvd.  
Plantation, FL 33322

Attention: Ms. Barbara Ball

RE: Broward County Project No. 5072  
Construction of Broward Blvd. Pine  
Island Rd to University Dr., Plantation  
Broward County, Florida  
CT&A Project No. 89-005A

Dear Madam:

Please find enclosed correspondence dated January 31, 1992, February 3, 1992 and February 20, 1992, regarding Southern Bell responsibilities on the above referenced project.

Regarding our January 31, 1992, letter, Southern Bell to date has not begun to splice the new transmission line into the Broward Mall. We have informed your firm that your lack of work and communication will effect our schedule on structure #5. Please be aware that we plan to begin construction on the roadway and structure #5 on March 9, 1992. Your existing transmission cable on the West side of structure #5 must be removed by March 26, 1992. Our equipment and manpower will be idled if your work is not finished. We will have no choice but to charge these costs to Southern Bell.

Regarding our February 20, 1992, letter, your company is the only utility that has not responded with a schedule. We find your actions to be counterproductive to our efforts to provide scheduling of roadway activities East of University Drive. We are putting you on notice that should your firm's lackadaisical approach to this matter persist, our roadway activities will be hampered and additional costs incurred. We will have no choice but to charge these costs to your firm.

37

0000212  
FOI B10V

1 Ms. Barbara Ball  
2 Page 2  
3 March 6, 1992

4 Your advertisement expounds to your desire to "Reach out and  
5 Touch Someone". We are requesting that you live up to your  
6 end of the bargain and schedule your work to begin as soon as  
7 possible.

8 Sincerely,  
9

10

11  
12.

13  
14

15 cc: George Hanna  
16 Public Service Commission  
17 Fletcher Building  
18 101 E Gaines Street  
19 Tallahassee, FL 32399

20 Warren R. Craven, Craven Thompson & Associates  
21 William Fowler, Broward County, Engineering Department

1  
2

February 20, 1992

SOUTHERN BELL TELEPHONE COMPANY  
8601 West Sunrise Blvd.  
Plantation, FL 33322

Attention: Mr. John Brouillard

RE: Broward County Project No. 5072  
Construction of Broward Blvd., Pine Island  
Rd to University Dr., Plantation  
Broward County, Florida  
CT&A Project No. 89-005A

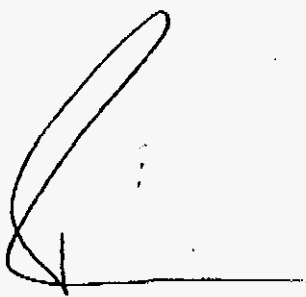
Utility Relocation and Coordination

Gentlemen:

Please be informed that our company has received Broward County approval to begin roadway operations East of University Drive on Broward Boulevard. We anticipate beginning construction in approximately three(3) to four(4) weeks.

Would you please notify our company of your intentions regarding the relocation of your utilities in order for our roadway construction to be undertaken. It is imperative that we receive confirmation of your schedule by February 28, 1992, in order for us to properly schedule our work.

Respectfully,



25  
26  
27  
28  
29  
30

31

0000214

FOIB10V

1 February 3, 1992

2 Mr. William Fowler  
3 Broward County Engineering Division  
4 115 South Andrews Avenue  
5 Fort Lauderdale, Florida 33309

CRAVEN THOMPSON



C789

RE: BROWARD COUNTY PROJECT NO. 5072  
BROWARD BOULEVARD (PINE ISLAND RD.  
TO UNIVERSITY DRIVE, PLANTATION)  
CT&A PROJECT NO. 89-0005A

& ASSOCIATES INC.

Engineers  
Planners  
Surveyors

10 Dear Mr. Fowler:

11 Enclosed you will find a copy of a letter from the  
12 contractor,  
13 Southern Bell relative to a potential delay due to  
14 Southern Bell's failure to relocate their  
15 facilities. The purpose of this letter is to  
16 document for the files this potential claim.

17 Very truly yours,

18 CRAVEN THOMPSON & ASSOCIATES, INC.

19 *[Signature]*  
20 WARREN S. CRAVEN  
21 Chairman

22 WSC/pj

23 cc: John Brouillard  
24



3563 N.W. 53rd Street  
Fort Lauderdale, FL 33309  
(305) 739-6400  
Fax (305) 739-6409

West Palm Beach

FOI B10V

0000215

03 12 92 12:40 PM

1  
2

1  
2

3 CERTIFIED RETURN RECEIPT  
4 P 707 649 504

5 January 31, 1992

DISTRIBUTION *WRC ✓*

|                        |                     |
|------------------------|---------------------|
| <del>_____</del>       | RDC _____           |
| TMC _____              | DCC _____           |
| WPB _____              | DMB _____           |
| JMS <i>GARY</i>        | WAT _____           |
| MMD _____              | TCS _____           |
| REJ _____              | ARI _____           |
| FILE # <i>89-0005A</i> |                     |
| R _____                | DNR _____ RLO _____ |

6 SOUTHERN BELL TELEPHONE CO.  
 7 8601 W Sunrise Blvd.  
 8 Plantation, FL 33322  
 9 Attention: Mr. John Brouillard

10 RE: Broward County Project No. 5072  
 11 Construction of Broward Blvd. Pine  
 12 Island Rd to University Dr., Plantation  
 13 Broward County, Florida  
 14 CT&A Project No. 89-005A

15 Gentlemen:

16 Your construction superintendent (Mr. Joe DaDonio) completed  
 17 the installation of the conduit work in order that the  
 18 existing Southern Bell transmission line located on the West  
 19 side of structure #5 can be abandoned. It has been one month  
 20 since then and no work has progressed on your part since then.  
 21 It is imperative that you complete your obligations as the  
 22 delay in installing the cable and splice work has caused us to  
 23 suspend all bridge work on this structure.

24 Please provide a date when this work will be completed in  
 25 order for us to schedule our operations accordingly. Should  
 26 this delay persist, additional costs will be incurred by our  
 27 firm and we will have no choice but to invoice these costs to  
 28 your firm.

29 Respectfully,  
30

31  
32  
33

34  
35  
36 cc: Warren R. Craven, Craven, Thompson & Associates

37

Attachment "B"

920260 - TL

Wayne Tubaug

Late Filed Deposition

Exhibit # 2(a)

03 / part of  
2488-93 / 1993



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1991 - NOT UNDERSTAND SERVICES

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

*Alamy item*

*(2)*



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1  
November 7, 1991

2  
Memorandum to: Paula Isler

3  
From: Marie Forbes

4  
5  
6  
7  
Re:

Case No. 74947-P

Our investigation reveals that on 10-30, the customer called our office to advise that he felt that Southern Bell was misleading customer's regarding caller ID. We apologized and explained how it works, and that it only works in his local calling area.

The customer said that was not the way he understood the service to work and advised that he felt that our advertising was misleading. We offered to remove the service and adjust back to the date of installation. The customer declined and advised that he wanted to keep the service. We apologized for any misunderstanding and agreed to refer his complaint to our staff.

On 11-5, Ms. Betty Smith, Assistant Manager, contacted the customer to acknowledge the appeal. The customer advised that he received the newspaper this weekend and that the ad in the Orlando Sentinel is misleading customers on Caller ID. The customer feels that the ad should state that Caller ID only works in the local calling area.

Ms. Smith apologized and advised the customer that she would refer his concerns to our advertising department. We again offered to remove the service and adjust back to the date of installation. The customer agreed to the removal of the service.

We called Ms. Tina Stoy at BellSouth, 800-733-2355 and she agreed to adjust the Caller ID unit once it is received in their office. The customer agreed to mail the unit to them.



As information Ms. Smith spoke with Mr. Michael Chlon with BellSouth Advertising and advised him of the complaint. Mr. Chlon advised that legal limitations apply in advertising and that the ads are generic for use in all areas and that customers are to call their business office for detailed instructions about the service and how it works.

An adjustment was prepared in the amount of \$7.50.

CASE REFERRAL

2 PSC CASE NUMBER 74947-P SAO CASE NUMBER M-3649-91

3 TAKEN BY MW TEL T TIME 3:25 LOGGED X CARD

4 FROM PI DATE 11-4 DUE BY 11-11 IBOSS / FIELD DD 11-7

5 CUSTOMER'S NAME

6 COMPLAINTANT

7 ADDRESS APT.#

8 CITY TEL #

CBR # AREA NO  
COMPLAINT:

COMPLAINS ABOUT SB ADVERTISING FOR CALLER ID SERVICE. THERE IS A BIG AD IN THE ORLANDO PAPER TODAY THAT STATES CALLER ID IS NOT AVAILABLE IN ALL SERVICE AREA AND THAT IT WORKS ONLY FOR CUSTOMERS WHO HAVE THE CAPABILITY FOR CALLER ID. HE SAYS NO WHERE IN THE ADD IT STATES THAT IT IS FOR LOCAL CALLS ONLY. HE WENT TO THE EXTEND OF BUYING THE UNIT FOR \$75 AND \$7.50 A MONTH, AND HE IS UPSET THAT IT WON'T WORK EXCEPT FOR CALLS MADE ONLY IN THE ORLANDO AREA.

REFD TO: Carolyn TEL# 1-407-237-3795

FAX # 423-0373 OM EXT DATE 11-4 TIME 332

REDIRECT TO Jms FROM DATE

TEL # FAX OM DOC ORL

INTERIM- DATE DUE FIELD DD

CUSTOMER CONTACTED WITHIN 24 HOURS IF NO, REFERRED TO:

TEL NO DATE

per Bonnie

(1E01 R2)



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 February 6, 1991

2 MEMORANDUM TO: Kathy Brown

3 FROM: Carmen Sola-Llonch

4 RE:  
5  
6  
7

8 CASE NO. 40642-P

9 Our investigation reveals that on 1-2 requested Memory  
10 Call service. The order was issued with a due date of 1-7.

11 On 1-8, called the Residence Service Center to obtain  
12 information regarding Memory Call service. Brochures were mailed  
13 to the customer that day.

14 On 1-16, the customer called inquiring about the number of ring  
15 cycles that Memory Call picks up his calls.

16 On 1-31 called and informed the service representative  
17 that he could not get Memory Call messages from outside phones.  
18 The service representative was able to get the customer's Memory  
19 Call from her line. After the customer hung up the service  
20 representative called Repair Service for the customer.

21 Repair had not received any trouble reports from the customer.  
22 Repair gave the service representative a clearing day of 2-1. The  
23 service representative set a local follow up to call the customer.  
24 She intended to verify that Memory Call service was working and to  
25 give an adjustment.

26 On 1-31 at 4:30 PM, Mrs. Mary O. Salgueiro, Relieving Supervisor,  
27 called and had to leave a message in the customer's  
28 Memory Call. On 2-1, Mrs. Salgueiro, called the customer again.  
29 Again she had to leave a message in the Memory Call. An order was  
30 issued to give the subscriber one month credit on the service due  
31 2-1.

32 On 2-5 called Mrs. Salgueiro. She acknowledged the  
33 appeal and apologized for any inconvenience. The customer  
34 indicated he had been out of town. Mrs. Salgueiro advised him of  
35 the one month credit on local service and one month credit for  
36 Memory Call amounting to \$17.55. She agreed to talk again at 10:00

1 2

2  
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4  
5

AM to review with him the instructions on how to retrieve calls from another phone. said he was able to retrieve messages from his own phone and that he will call her back at 10:00 AM from another phone.

At 10:30 AM the customer called Mrs. Salgueiro who instructed him on the procedures to retrieve message, step by step. The customer was satisfied.

C-271-91

2-5



Southern Bell

1 MW TAKEN BY: X (TEL.) (MAIL) 10:55 (TIME) (LOGGED) (CARD) KB (FROM) 1-31 (DATE) 2-7 (DUE BY)

2 BOSS  
3  
5

PSC CASE # 40642-P

CUSTOMER'S NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_ APT.: \_\_\_\_\_  
CITY: \_\_\_\_\_ TEL. #: \_\_\_\_\_  
REFERRED TO: \_\_\_\_\_ CBR. #: " " AREA: SO

Customer's complaint: \_\_\_\_\_  
HAD MEMORY CALL SERV. INSTALLED 3 WKS AGO, IT TOOK ANO  
WEEK TO GET INSTRUCTIONS IN THE MAIL AND SERV. HAS NEVER WORKED  
PROPERLY. HE CANNOT USE FROM ANO. NUMBER EVEN AFTER HE FOLLOWS  
SB'S INSTRUCTIONS. HE CALLED 263-5000, AND IS EITHER BUSY OR ON HOLD  
FOR 10 MIN. FEELS HE SHOULD NOT HAVE TO PAY FOR SERV. THIS MO.  
WANTS SOMEONE (SPANISH SPEAKING) TO CALL HIM.

| SERVICE MATTERS    | RES. | BUS. | PUBLIC |
|--------------------|------|------|--------|
| RES. SERV. CENTER  |      |      |        |
| BUS. SERV. CENTER  |      |      |        |
| PUB. SERV. CENTER  |      |      |        |
| HELD ORDERS/ENGR.  |      |      |        |
| BILLING            |      |      |        |
| DEPOSITS           |      |      |        |
| TREATMENT ACTIVITY |      |      |        |
| INSTALLATION       |      |      |        |
| MISSED APPT. INS.  |      |      |        |
| MAINTENANCE        |      |      |        |
| MISSED APPT. MNT.  |      |      |        |
| CONSTRUCTION       |      |      |        |
| SWITCHED SERVICES  |      |      |        |
| OPERATOR SVC.      |      |      |        |
| COMPTROLLERS       |      |      |        |
| ANNOYANCE CALLS    |      |      |        |
| DIRECTORY          |      |      |        |
| ADVANCE SYSTEMS    |      |      |        |
| MARKETING          |      |      |        |
| DIAL-IT-SVC.       |      |      |        |
| OTHER              |      |      |        |
| COMPL. LETTERS     |      |      |        |

DLB  
DAD  
493-2137  
Bama

1-31

INTERIM REPORT SENT \_\_\_\_\_ CLOSED DATE \_\_\_\_\_



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 April 2, 1991

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Carmen Sola-Llonch

4 RE:  
5  
6  
7  
8

9 CASE NO. 47143-P

10 Our investigation reveals that on 3-20 the customer requested Call  
11 Forwarding, Call Waiting, Call Forwarding Don't Answer and Prestige  
12 be added to 855-2936 and 855-5231. The order was due 3-25.

13 On 3-25 at 9:52 AM, the customer requested Call Forwarding-Busy  
14 Line be added to those same telephone numbers. Calls were to be  
15 forwarded to another 855#.

16 On 3-25 at 9:58 AM, the customer called to request be  
17 removed from the existing hunt group.

18 On 3-25 at 10:32 AM, the customer called to request Prestige, Call  
19 Forwarding, Call Waiting and Call Forwarding Don't Answer be added  
20 to Calls were to be forwarded to  
21 another 855#. Order was issued with a due date of 3-26.

22 On 3-25 at 4:15 PM, the customer called to request Call Forwarding  
23 be changed from 855# to a 623# in Winter Park. We advised the  
24 customer that we had to check if the equipment serving his exchange  
25 could forward calls to that area. After checking, we advised the  
26 customer that he could only Call Forwarding Don't Answer or Call  
27 Forwarding Busy Line to numbers within the same exchange. The  
28 customer requested a list of those exchanges but hung up before we  
29 could provide this information.

30 On 3-26 at 9:48 AM, the customer called and requested an  
31 explanation of why he could only Call Forwarding Don't Answer and  
32 Call Forwarding Busy Line within certain exchanges. We informed  
33 him that the type of equipment in the central office that serves  
34 his exchanged was restricted. We provided the customer with a list  
35 of numbers served in that type of central offices. The customer  
36 then requested to add Call Forwarding to one of his lines,  
37

1 On 3-26 at 12:20 PM, the customer called to change his  
2 number to an 855# so he could Call Forwarding Don't Answer and Call  
3 Forwarding Busy Line to another 855#.

4 On 3-26 at 2:00 PM, the customer called and requested to change  
5 to effective 3-26.

6 On 3-27, Beverly Murray, Assistant Manager, contacted  
7 and acknowledged the appeal. She explained to the customer the  
8 tariff restriction involving Call Forwarding Don't Answer, Call  
9 Forwarding Busy Line and provided him with the tariff reference  
10 that he requested.

Ms. Murray further explained that he would be able to forward his calls if he was willing to change his telephone numbers to ones served by a different switching equipment. The customer agreed to have all of his numbers changed so he could forward his calls to Winter Park. Ms. Murray issued an order to change the numbers and remove his hunting due 3-28. The customer was satisfied.

On 3-28, Ms. Murray contacted the customer and verified that all numbers had been changed and that service was working properly.







Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 December 30, 1991

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Shields

4 RE:  
5  
6  
7

CASE NO. 80246 - P

Our investigation reveals that on 12-9-91, at 10:15 A. M, the customer reported "can't call out, long distance". The service was tested OK with the customer at 12:05 P.M. and the customer was advised to contact their long distance carrier. There are no other notations regarding this matter.

On 12-16, Ms. Teri Pifer, Assistant Manager, called the customer and acknowledged the receipt of the appeal and agreed to send a manager to the customer's premise.

Mr. R. G. Hereford, Assistant Manager, went to the premise and assisted the customer in programming their speed calling. The customer had misunderstood the speed calling directions and would hang up before the number was programmed, believing they would be charged for all long distance numbers they were attempting to program.

The customer is satisfied and understands how to program the speed calling service.

CASE REFERRAL

1

2 PSC CASE NUMBER 80246-P SAO CASE NUMBER M 4038-51

3 TAKEN BY DB TELT TIME 3:00PM LOGGED X CARD       

4 FROM NP DATE 12-26 DUE BY 01-06 IBOSS        FIELD DD 12-31

5 CUSTOMER'S NAME       

6 COMPLAINTANT       

7 ADDRESS        APT.#       

8 CITY        TEL #       

9 CBR #        AREA NO       

10 COMPLAINT:       

THEY HAVE SPEED DIALING FEATURE BUT DOES NOT WORK. SHE CAN'T PROGRAM IN THE NUMBERS, MONDAY THE REPAIR MAN WAS OUT AND SAID THE PROBLEM WAS IN THE CENTRAL OFFICE AND THAT IT WOULD BE CORRECTED THE NEXT DAY, STILL THE SAME PROBLEM, NEVER GOT CORRECTED.

MNT  
Res

REFD TO: Brenda B. TEL# 407-799-3341

FAX #        OM SCK DATE 12-26 TIME 3:30

REDIRECT TO        FROM        DATE       

TEL #        FAX        OM        DOC CST

INTERIM DATE DUE        FIELD DD       

CUSTOMER CONTACTED WITHIN 24 HOURS        IF NO, REFERRED TO:

       TEL NO        DATE



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 November 4, 1991

2 MEMORANDUM TO: Stella Maloy

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 73665-P

Our investigation reveals that on October 15 the customer called to discuss his 900 block. The representative verified that the 900/976 block was on his line. The customer expressed concern that the 900 block was not fully explained to him. He requested that the representatives be covered to give a better explanation. This was referred to a manager to investigate. We also referred the customer to AT&T for an adjustment.

On October 24 and 25 Kathy Vaughn, Assistant Manager, attempted unsuccessfully to reach the customer. On October 28 a message was left at his work number for him to call her back.

On October 28 the customer called Ms. Vaughn. She acknowledged the appeal. He advised he may have misunderstood the restrictions when he placed the order. She advised that the matter has been referred to our staff for possible enhanced instructions for the service representatives. She also verified that AT&T issued an adjustment for \$50.00 which cleared the customer's bill.

10-28  
10-30

CASE REFERRAL

1

2 PSC CASE NUMBER 73665-P SAO CASE NUMBER 3535-51

3 TAKEN BY DB TEL T TIME 2:45PM LOGGED X CARD ---

4 FROM SM DATE 10-23 DUE BY 10-30 IBOSS 1 FIELD DD 10/28

5 CUSTOMER'S NAME \_\_\_\_\_

6 COMPLAINANT \_\_\_\_\_

7 ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_

8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_

9 CBR # SAME AREA SE

10 COMPLAINT: \_\_\_\_\_

REQUESTED BLOCK FOR 900 CALLS LAST APRIL. TOLD BY SO. BELL THAT IT WOULD BLOCK ALL 900 NUMBERS, NOW THEY SAY THAT ALL 900 NUMBER ARE NOT BLOCKED. ITT HAS AGREED TO REMOVE THE \$50.00 CHARGE, HOWEVER, HE IS CONCERN OF THE MISREPRESENTATION HE WAS GIVEN BY SO. BELL.

900/976

REFD TO: Ernie TEL# 1407-439-9311

FAX # \_\_\_\_\_ OM LEM DATE 10-23 TIME \_\_\_\_\_

REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_

TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC ABC

INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_

CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:

\_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 May 16, 1991

2 MEMORANDUM TO: Mike Dymek

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

8 CASE NO. 52083-P

9 Our investigation reveals that on February 19 the customer  
10 called the Direct Marketing Center and ordered the Twenty-five  
11 Hour WATS-Saver Service Plan. The order was issued with a due  
12 date of February 28.

13 On May 6 the customer received his first bill and called the  
14 business office. Lou Ann Lecuona, Assistant Manager, explained  
15 his bill and the billing procedures for WATS-Saver Service. The  
16 customer stated he had been advised WATS-Saver Service was  
17 billed on a per second basis, not a flat rate and was surprised  
18 to see his bill indicating a flat rate charge for each minute of  
19 use. Ms. Lecuona advised the customer she would have the  
20 supervisor in the Direct Marketing Center call him back to  
21 further explain. Ms. Lecuona immediately called Mary Klutz,  
22 Assistant Manager, in the Direct Marketing Center and requested  
23 she call the customer back that same day.

24 Ms. Klutz called the customer right back and explained the WATS-  
25 Saver billing schedule. She further explained that the calls  
26 are accumulated in minutes and seconds and rounded only at the  
27 end of the billing period, not on each individual call. Ms.  
28 Klutz apologized for any misunderstanding and advised the  
29 customer she would be happy to have the toll plan removed from  
30 his account. He refused and requested an itemization of his  
31 local service. We faxed a copy of his line charges and called  
32 to explain. The customer requested additional time to review  
33 his records to be sure he is billed correctly.

34 Ms. Lecuona called the customer the following day and again went  
35 over his bill carefully to ensure his understanding of the toll  
36 plan billing. again requested more time to review  
37 his records.

Page 2

On May 10, Ms. Klutz called the customer back to answer any possible unanswered questions. The customer felt the name of the product gives the wrong indication. He felt "WATS-Saver Service" implied a WATS line. The customer requested back up information in writing of the billing procedures for WATS-Saver Service billing. We mailed a copy of the attached to the customer on May 16.

Attachment

FOI810V

0000232



**Southern Bell**

Suite 200  
2295 Parklake Drive  
P.O. Box 33  
Atlanta, Georgia 30345  
1 800 522-BELL

1 Direct Marketing Center

2 May 16, 1991

3  
4  
5  
6 Attention:

7 Dear

Thank you for your interest in our WATS Saver Service Toll Plan. Hopefully, the attached Tariff page will explain the method of determining the monthly usage charge.

If I can be of further assistance, please feel free to contact me through 1-800-522-2355.

Sincerely,

Betty Klutz  
Assistant Staff Manager  
Direct Marketing Center

Attachment

A BELL SOUTH Company

CCCCCCCC  
MAY 17 1991

FLORIDA

ISSUED: May 23, 1990

EFFECTIVE: August 1, 1990

BY: H. C. Henry, Jr., Vice President  
Miami, Florida

**A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

**A18.13 Calling Plans - Saver\* Service(Cont'd)**

(N)

**A18.13.1 Description of Service (Cont'd)**

(N)

**D. (Cont'd)**

(N)

Saver\* service, when offered in conjunction with Remote Call Forwarding, is available on a Revenue Accounting Office (RAO) basis only; i.e., a customer must select from the available plan options for each RAO which provides billing for specific geographic locations within the Company's serving area.

(N)

E. The service is offered on an account basis only which would include the number of individual lines, PBX trunks, Centrex equivalent trunks or ESSX\* service network access registers in the account.

(N)

F. The service is available only where the billing capability exists.

(N)

**A18.13.2 General Regulations**

(N)

A. A customer may subscribe to only one Section A18. toll Optional Calling Plan.

(N)

B. Except as otherwise stated in this Tariff, the minimum service period is one month.

(N)

C. Suspension of the service is allowed subject to the terms and conditions specified in A2.3.16 of this Tariff. During the suspension period the monthly recurring rates for the service are rated at one-half their normal amounts.

(N)

D. This Tariff sets forth the minimum, maximum and current rates for Saver\* service. Following a 30 day notice to the Commission and existing subscribers, the Company may increase or decrease rates within the minimum and maximum ranges specified in this Tariff unless denied or suspended by this Commission.

(N)

**A18.13.3 Use of the Service**

(N)

A. Resale or shared use of Saver\* service is permitted. Use of the service is subject to regulations in this Section and in Section A2. of this Tariff, with the exceptions of A2.2.1.A. and A2.2.1.B. which restrict the use of service.

(N)

B. The service is offered on an account basis only, which would include the number of individual lines, PBX trunks, centrex equivalent trunks or ESSX\* service network access registers in the account.

(N)

**A18.13.4 Limitation of Service**

(N)

A. The service is not available for use with IntraLATA only Outward WATS and combined Outward WATS in Section A19. of this Tariff. Foreign Exchange Service, Mobile Telephone Service, Dormitory Communications Service, Public and Semi-public Telephone Service.

(N)

**A18.13.5 Nonrecurring Charges**

(N)

A. Service Charges as specified in Section A4. of this Tariff apply as appropriate when the service is ordered.

(N)

**A18.13.6 Saver\* Service Options**

(N)

A. Budgeting Plan. Depending upon the Option selected, a customer may use up to the initial block of time of toll calling per account for a fixed monthly rate. In the same billing period, usage which exceeds the initial block of time will be prorated based on the rate of the initial block.

(N)

1. Method of Determining Monthly Usage Charges

(N)

a. Total Minutes of Use

(N)

(1) For the billing period, usage is accumulated in minutes and seconds for all rate periods specified in A18.3.1 preceding and for all lines in an account. The minutes and seconds are converted to minutes and rounded to the next whole minute.

(N)

(N)

(N)

(N)

(N)

(N)

(N)

(N)

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(N)

(N)

0000234

FOI B10V

\*Service Mark of BellSouth Corporation  
\*Registered Service Mark of BellSouth Corporation



5-13  
5-15

### CASE REFERRAL

2 PSC CASE NUMBER 52083-P SAO CASE NUMBER 6-20491  
 3 TAKEN BY DB TEL T TIME 9:02AM LOGGED X CARD \_\_\_\_\_  
 4 FROM MD DATE 05-08-88 BY BOSS FIELD DD ✓  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA SO  
 10 COMPLAINT: \_\_\_\_\_

*WATT'S*  
 SIGNED UP WITH SO. BELL WATTS SAVER PLAN. SO. BELL TOLD HIM THAT HE WOULD BE BILLED FOR FRACTIONS OF MINUTES THAT THE LINE WAS IN USE, BUT BY THE TOTAL AMOUNT OF TIME USED. WHEN HE RECEIVED THE BILL HE FOUND OUT THAT WAS NOT THE CASE AT ALL AS EACH CALL WAS BILLED BY THE MINUTE AND FRACTIONS ROUNDED UP. HE BELIEVES THIS IS VERY DECEPTIVE ADVERTISING AND IS VERY UPSET ABOUT IT.

5  
6  
7  
8  
9  
10  
 MKT  
Buss

REFD TO: Jan Funderburg TEL# 404-529-8879  
 FAX # 404-688-1246 OM JHF DATE 5-8 TIME 10:00  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC DAD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

*Direct mtg - Atl.  
 Betty Klutz spoke w/ the csr.  
 404-493-3060  
 her operations mgr is Jan Funderburg*



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 May 13, 1991

2 MEMORANDUM TO: Melinda Guess

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 51631-P

Our investigation reveals that on May 3 the customer called the business office to advise that his call forwarding was not working. We gave him instructions on using the feature. The customer advised it was still not working.

We referred the problem to our Dial Tone Assistance Group who verified that the feature was in translations correctly. They did find, however, that the customer had entered the wrong codes in the system which caused his line to hang up in the switch. We cleared the problem at 2:08 and when the customer tried it again, the feature worked fine. He was satisfied.

Upon receipt of the appeal, Ron Gillam, Manager, attempted to contact the customer. He found that the line was already forwarded to the number in Atlanta. He spoke with the receptionist who advised the line was working properly.

5-8  
5-10

### CASE REFERRAL

2 PSC CASE NUMBER 51631-P SAO CASE NUMBER G2005-91  
 3 DB T 2:10PM X  
 4 TAKEN BY \_\_\_\_\_ TEL TIME \_\_\_\_\_ LOGGED \_\_\_\_\_ CARD \_\_\_\_\_  
 MG 05-03-91 05-10-91  
 5 FROM \_\_\_\_\_ DATE \_\_\_\_\_ DUE BY \_\_\_\_\_ IBOSS  FIELD DD \_\_\_\_\_  
 6 CUSTOMER'S NAME \_\_\_\_\_  
 7 COMPLAINTANT \_\_\_\_\_  
 8 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 MIAMI  
 9 CITY \_\_\_\_\_ SO \_\_\_\_\_ TEL \_\_\_\_\_  
 10 CBR # \_\_\_\_\_ AREA \_\_\_\_\_  
 COMPLAINT: \_\_\_\_\_

11 TRYIN TO FORWARD THEIR CALLS TO THE ATLANTA OFFICE BECAUSE HE IS  
 12 LEAVING IN TEN MINUTES TO GET ON A PLANE AND THE CALL FORWARD  
 13 DOES NOT GO THRU. IS THE NUMBER THAT THEY ARE  
 14 TYRING TO CALL FORWARD TO, THEY DID IT ON 4/17 AND IT WORKED FOR  
 15 TWO AND THEN IT DROPPED OFF.

Bus.  
SWT  
0000237

REFD TO: Georgette TEL# 263-4212  
 FAX # \_\_\_\_\_ OM FGC DATE 5-3 TIME 2:15  
 REDIRECT TO per Georgette FROM 441-5252 DATE \_\_\_\_\_  
Mr. Allen w/  
 TEL # \_\_\_\_\_ FAX handle OM GEADOC DAD  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

0000237

5-9/3:00 cld D. Allen to adv response not rec.  
 He adv he didn't accept.  
 5-9/3:45 Mr. Calvert cld to adv he wld handle & fax  
 response thro mng.

Attachment "B"

920260-TL

Wayne Tubaugh

Late Filed Deposition

Exhibit # 2(6)

03/ part 13  
2488-93 / 93



**Southern Bell**

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1992 - NOT UNDERSTAND SERVICES

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

*Nancy*  
*item 2*



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

A  
1 July 16, 1992

2 Memorandum to: Nancy Pruitt

3 From: Marie Forbes

4 Re:  
5  
6  
7

Case No. 24163-P

Our investigation reveals that on 7-5 at 8:38 PM, the customer called to report that she could not be called. She called back at 8:44 PM and advised that her memorycall was not working and should answer after 3 rings. It was not giving messages and she needed it as soon as possible. She called back at 10:39 PM and advised that the memorycall had not been working since Thursday. She stated that she runs a business on this line and needed the line working before 1:20 PM. She was upset.

The customer called back on 7-6 at 7:47 AM and requested a call back when the line was cleared. The customer placed two subsequent reports.

On 7-6 at 2:10 PM the mailbox was re-initialized and the trouble was closed and the customer notified. The mailbox was fully operational and only needed to be initialized by the customer.

On 7-8, the customer called another report and said that the memorycall was not giving out a message. The line was tested and found to be fully operational. The customer was advised that no trouble was found and the trouble was closed.

On 7-9, the customer called another report of can't access messages, access number 887-9141. Subsequent reports were received.

Upon receipt of the appeal, C. V. Jackson contacted the customer to acknowledge the appeal. The customer was advised that she needed to reprogram her mailbox. A follow up call was made by Jeff Grieger to check on the memorycall service. The customer advised that she had already reprogrammed the greeting and name announcement. Mr. Grieger provided additional instructions and helped her program the mailbox again as she had made errors on what she had done. The service was now working properly. Mr. Grieger apologized for any misunderstanding and inconvenience caused.

CASE REFERRAL

PSC CASE NUMBER 24163-P SAO CASE NUMBER M-3033-92

TAKEN BY MW TEL T TIME 8:55 LOGGED X CARD

FROM NP DATE 7-10 DUE BY 7-17 IBOSS / FIELD DD 7-15

CUSTOMER'S NAME \_\_\_\_\_

COMPLAINANT \_\_\_\_\_

ADDRESS \_\_\_\_\_ APT# \_\_\_\_\_

CITY \_\_\_\_\_ TEL# \_\_\_\_\_

CBR# \_\_\_\_\_ AREA SO

COMPLAINT:

FOR OVER A WEEK SHE HAS BEEN REPORTING THAT HER MEMORY CALL IS NOT WORKING. IT SUPPOSE TO PICK UP ON THE 3 RING, INSTEAD PEOPLE GET A TERRIBLE SCREECHING NOISE. SB SAID THAT THE PASS CODE WAS THE TROUBLE SO WE CHANGED IT. BUT PROBLEM CONTINUES.

DOC DAD

CLS SWT

REFERRED TO Glenda TEL # 263-4212

FAX # 264-6346 OM JRO DATE 7-10 TIME 918A

CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_

DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_

CASE PASSED PER \_\_\_\_\_ TO \_\_\_\_\_

DATE \_\_\_\_\_ TIME \_\_\_\_\_ NEW OM \_\_\_\_\_



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 April 2, 1992

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 10386-P

This is in final response to our interim dated March 25.

On March 27 Ms. Hymes followed up with the customer. The customer gave her a list of numbers that she did not recognize. Ms. Hymes gave the customer listings for the numbers in question. At that point, the customer remembered making some of the calls and wanted others investigated.

Ms. Hymes had the customer's line tested and no trouble was found. She followed up with the customer on April 1 and advised the above. She also advised she investigated the calls and went over them with the customer. The customer remembered making all but 23 calls. Ms. Hymes agreed to adjust the 23 local calls at \$.10 each.

At this point Ms. Hymes pointed out to the customer that her local calling volume reflects 121 calls in February and 106 in March. She advised this is much higher than the 30 allowable calls monthly for the message rate service plan she subscribes to. Ms. Hymes suggested that based on this information, the customer may want to change plans and subscribe to the unlimited local calling plan. The customer stated she does not want to change at this time and thanked Ms. Hymes for the information.

ABELL SOUTH Company

FOIB10V

0000241





Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 March 25, 1992

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Godsil

4 RE:  
5  
6  
7

CASE NO. 10386-P

Our investigation reveals that we have no record the customer contacted us prior to the appeal.

On March 19, 20 and 21 Clara Hymes, Assistant Manager, attempted unsuccessfully to contact the customer. On March 23 Ms. Hymes reached the customer and acknowledged the appeal. The customer explained that she has local message rate service and was billed for more than 100 calls that she did not make. Ms. Hymes advised the customer that a printout of all calls made from her residence from January 21 through March 6 was available and could be faxed to her for approval. The customer agreed.

The customer then questioned calls to directory assistance. Ms. Hymes explained that each subscriber is entitled to three free calls to directory assistance per month and that all other calls to directory assistance are billed at \$.25 each. Ms. Hymes also advised that calls to directory assistance, 911 and Southern Bell are not included in the message rate service.

Later that day Ms. Hymes followed up with the customer to ensure she received the fax. The customer advised she did and didn't have time to review it. Ms. Hymes agreed to follow up with the customer on March 25.

A further response will be provided by April 9.

A BELL SOUTH Company

FOI B I O V

0000242

3-24;  
3-26

### CASE REFERRAL

2 PSC CASE NUMBER 10386-P SAO CASE NUMBER G-512-92  
 3 TAKEN BY MW TELT TIME 10:30 LOGGED X CARD /  
 4 FROM NP DATE 3-19 DUE BY 3-26 IBOSS / FIELD DD /  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT.# \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA SO \_\_\_\_\_  
 10 COMPLAINT: \_\_\_\_\_

11 *calls* AFTER MONDAY HER WORK NUMBER IS SHE HAS LOCAL MEASURED SERVICE. SHE HAS BEEN CHARGED FOR OVER A 100 FOR THE PAST 2 MONTHS. SHE DID NOT MAKE THAT MANY CALLS. WANTS IT CHECKED OUT. ALSO, ARE CALLS TO D.A. COUNTED AS LOCAL CALLS?

BIL  
Res

REFD TO: Becky TEL# 263-2146  
 FAX # \_\_\_\_\_ OM DLB DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC \_\_\_\_\_  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_

3-23/9:50 Clara Heymes, AM, 263-5130, req set to 3-25. advok  
 pg

FOIBIOV

0000243



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 December 20, 1991

2 Memorandum to: Shirley Stokes

3 From: Marie Forbes

4 Re:  
5  
6  
7

Case No. 79485-P

Our investigation reveals that on 11-26, the customer called our office and placed an order to change his class of service from flat rate to message rate service. The charge to make the change was waived during this period.

On 12-12, the customer called back to change his service back to flat rate and was quoted a charge of \$9.00 to do so. The customer advised that he had been told there would be no charge to change the class of service if he decided to do so. We explained that the waiver only covered changing to message rate and not changing back to flat rate. We apologized for any misunderstanding and the contact was closed.

Upon receipt of the appeal, Mr. Jeff Cushing contacted the customer to acknowledge the appeal. Mr. Cushing explained that normal waiver procedures dictate service order charges are waived for changing to measured rate service but not changing back to flat rate service.

Mr. Cushing explained that due to the misunderstanding regarding the waiver that we would not hold him responsible for the \$9.00 charge to change his service back to the flat rate service. Mr. Cushing again apologized for the misunderstanding and any inconvenience caused.

A BELL SOUTH Company

FOI B10V

0000244





Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

A

1 December 19, 1991

2 Memorandum to: Nancy Pruitt

3 From: Marie Forbes

4 Re:  
5  
6  
7

Case No.78573-P

This is with final reference to our interim reply of 12-13.

As of 12-19, the customer has not experienced any further problems with her service. We have provided her with a number to call direct if she should have any further service problems.



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 December 13, 1991

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Shields

4 RE:  
5  
6  
7  
8

CASE NO. 78573 - P

Our investigation reveals that during the period of time from 5-1-91 thru 11-30-91, the customer had 7 varyious trouble reports of transmission trouble, no dial tone and cut off during conversation. The trouble were cleared by clearing defective line cards, changed pairs in the SLC and advising customer to check the sets.

On 12-2, the customer reported "can't be called" at times. The trouble was cleared the same day by changing the cable pairs from SLC to copper.

On 12-10, the customer reported "gets cut off using call waiting". The trouble was closed to found OK, advised the customer.

The appeal was received by the Installation and Maintenance Center on 12-10, at 3:30 P.M.. At this time there was a pending report and a technician was at the customer's premise. Mr. Bob Bowen, Assistant Manager, visited the customers premise and acknowledged the appeal and apologized for any inconvenience. Neither Mr. Bowen or the technician could locate any trouble.

On 12-11, the customer called Mr. Basil Vann, Assistant Manager, and advised she had been cut off during one call. A trouble report was made and a technician was dispatched. Approximately 20 test calls were made to the customer's number and no failure occurred. However, the technician found that the customer was using her telephone set improperly when attempting to answer a call via the call waiting feature. The customer was instructed on the proper way to answer call waiting calls. We agreed to follow-up with the customer daily to be sure there are no further problems.

A further report will be provided by 12-27.

A BELL SOUTH Company

FOI B I O V

0000247

CASE REFERRAL

2 PSC CASE NUMBER 78573-0 SAO CASE NUMBER ~~78573-P~~ M-3936-91  
 3 TAKEN BY MW TELT \_\_\_\_\_ TIME 3:05 LOGGED X CARD \_\_\_\_\_  
 4 FROM NP DATE 12-10 DUE BY 12-17 IBOSS  FIELD DD 12/13  
 5 CUSTOMER'S NAME \_\_\_\_\_  
 6 COMPLAINTANT \_\_\_\_\_  
 7 ADDRESS \_\_\_\_\_ APT. # \_\_\_\_\_  
 8 CITY \_\_\_\_\_ TEL # \_\_\_\_\_  
 9 CBR # \_\_\_\_\_ AREA NO \_\_\_\_\_  
 10 COMPLAINT:

HAS BEEN HAVING ALL KIND OF TROUBLES. LINES IS OFF AND ON. HAS <sup>then</sup> NO DIAL TONE, OR DOES NOT RING WHEN ~~PEOPLE~~ CALLED. ALSO HER CALL WAITING DISCONNECTS.

REFD TO: Margaret TEL# 904 399-8593  
 FAX # \_\_\_\_\_ OM RRR DATE 12/10 TIME 330  
 REDIRECT TO \_\_\_\_\_ FROM \_\_\_\_\_ DATE \_\_\_\_\_  
 TEL # \_\_\_\_\_ FAX \_\_\_\_\_ OM \_\_\_\_\_ DOC JAX  
 INTERIM DATE DUE \_\_\_\_\_ FIELD DD \_\_\_\_\_  
 CUSTOMER CONTACTED WITHIN 24 HOURS \_\_\_\_\_ IF NO, REFERRED TO:  
 \_\_\_\_\_ TEL NO \_\_\_\_\_ DATE \_\_\_\_\_



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 September 20, 1992

2 Memorandum to: Nancy Pruitt

3 From: Marie Forbes

4 Re:

5  
6  
7

Case No. 31141-P

This is with final reference to our interim reply of 9-4.

On 9-17, Ms. Maria Rojas, assistant manager, contacted the customer and acknowledged the appeal. The customer advised that she did not dispute the connection charge, however, does dispute that she was not advised that with the measured service, when she dialed a telephone number and received a busy signal or the number does not answer, that it would register as part of her limited calls.

The customer was advised that it should not register as part of her local calls. Only completed calls registered. Ms. Rojas confirmed that all calls were adjusted and the customer was satisfied with the overall service, but does not like the bill format as she feels that it is too difficult to understand.

As information the customer requested that we change her back to a flat rate service, which had been done.





Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 September 4, 1992

2 MEMORANDUM TO: Nancy Pruitt

3 FROM: Pat Shields

4 RE:

5  
6  
7  
8

CASE NO. 31141-P

Our investigation reveals that on 6-19-92, the customer called to transfer the service.

On 7-16, we received a letter from the customer disputing operator assisted charges for \$1.10. An adjustment of \$1.21 was given.

On 7-27, the customer called and requested we go over the bill, item by item. At this time the customer claimed he had never ordered the maintenance plan. An order was issued to remove the maintenance plan and credit the account back to 6-22-92.

On receipt of the appeal on 8-31-92, several attempts were made to contact the customer. Additional unsuccessful attempts were made on 9-1, and 9-2.

A further report will be provided by 9-24.

CASE REFERRAL

1

2

PSC CASE NUMBER 31141-P SAO CASE NUMBER M-3453-92

3

TAKEN BMW TEIM TIME 8:30 LOGGED X CARD

4

FROM NP DATE 8-31 DUE BY 9-8 IBOSS FIELD DD 9-3

5

CUSTOMER'S NAME

6

COMPLAINANT

7

ADDRESS  APT#

8

CITY MIAMI TEL#

9

CBR#  AREA SO

10  
11

COMPLAINT:  
SEE ATTACHED REPORT FROM THE PSC.

DOC DAD

CLS BIL Res

REFERRED TO Ana TEL # 263-2146

FAX #  OM DLB DATE 8-31 TIME 2:30

CASE PASSED PER  TO

DATE  TIME  NEW OM

CASE PASSED PER  TO

DATE  TIME  NEW OM

Aug 28.92 15:37 No.011 P.12

Fla Public Service Comm

1 Name \_\_\_\_\_  
 2 Address \_\_\_\_\_  
 3 \_\_\_\_\_  
 4 City/Zip \_\_\_\_\_ County \_\_\_\_\_  
 Account Number \_\_\_\_\_  
 Has consumer contacted company? Yes  No \_\_\_\_\_ Who \_\_\_\_\_

Company SOUTHERN BELL TELEPHONE & TELEGRAPH  
 Attn. MARIE MURRAY  
 Consumer's  
 Telephone # \_\_\_\_\_  
 Can Be  
 Reached \_\_\_\_\_

Request No. 31141P  
 By NEP Time 3:38 PM Date 08/26/  
 To CO. Time fax Date 08/31/  
 Complaint Type tb-16  
 Note hold  
 Justification \_\_\_\_\_  
 Closed by \_\_\_\_\_, Date / /  
 Reply Received \_\_\_\_\_

See attached on billing for incompletd calls.

### CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



101 EAST GAINES STREET  
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM  
WITH REPORT OF ACTION TO:

Nancy Pruitt

09/15/92

NIE-

FOID 104

1

August 27, 1992

2  
3  
4  
5  
6

Dear :

Thank you for your recent letter concerning Southern Bell Telephone Company.

We will look into the matter you outlined and get back in touch with you at the conclusion of our investigation.

Sincerely,

Nancy Pruitt  
Consumer Affairs Analyst  
Division of Consumer Affairs

NP:kt

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C



OFFICE OF THE ATTORNEY GENERAL

DEPARTMENT OF LEGAL AFFAIRS  
THE CAPITOL

4 TALLAHASSEE, FLORIDA 32399-1050

1  
2  
3  
5  
6  
7  
ROBERT A. BUTTERWORTH  
Attorney General  
State of Florida

8 August 24, 1992

9  
10  
11  
12  
13

Dear :

Attorney General Butterworth has asked me to respond to your letter of August 8, 1992.

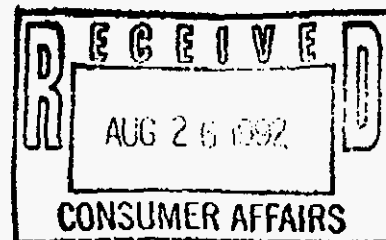
The relocation charge you refer to, unlike the maintenance plans, is regulated by the Florida Public Service Commission. We will investigate the matter of the \$.10 charge for non-complete calls and send a copy of your letter to the Public Service Commission.

If you have further questions or comments, please do not hesitate to contact us.

Sincerely,

William H. Garvin, III  
Assistant Attorney General

cc: Mr. George Hanna, Director ✓  
Division of Consumer Affairs  
Public Service Commission



August 8<sup>th</sup>, 1972

State Attorney Gen. Robt. A. Butterworth  
Dept. of Legal Affairs  
11-11 The Capitol  
Tallahassee, FL 32399 - 105  
FLA 18 111  
FLA 18 111

Attention: Mr. Robt. A. Butterworth

Dear Mr. Butterworth

As a result of Florida Bell's indiscriminate  
charges to their customers as indicated in the  
Revisions Form in the Miami Herald, July 25<sup>th</sup>  
I believe you would be interested to know  
that I have just had a disconcerting experience  
with them. In making my third change of  
residence in 1 1/2 years, due to extraordinary cir-  
cumstances that all but caused my demise, I  
found the enclosed bill a complete shock.

I am an 86+ year old widower with not one  
remaining relative in the world. Six months  
ago I cancelled Southern Bell's "Inside wire  
Maintenance plan" at \$2.50 monthly. In making  
this, my last money, it reappeared on my first  
bill without my authorization. I attach a  
copy of the 8 page "contribution" for your edification.  
Secondly, because I have no one to call, I  
make only business calls or doctor appointments.  
I changed my services to their new - 30 monthly  
calls for \$5.109 for each additional call.  
Not until 101 calls appeared on my current  
bill did I realize something was wrong so  
I questioned their policy. I learned, to my  
chagrin, that I am charged 100 for every

FLA 18 111

✓ "no answer" or "busy signal". There was no charge  
2 for this change of service (with good reason). You  
3 had I wanted to return to the unlimited service  
4 I previously had, there is a \$7.00 charge! - I  
5 believe such pertinent information should be  
6 accorded clients when such a new service is  
7 offered to the public. By omission they have deceived  
8 the customer.

9 And finally, I question why, in Florida  
10 power companies can be refer service from one  
11 location to another for \$16.00, why Bell will not do  
12 to have \$4.50 for the same service. Having moved  
13 three times in 1 1/2 years which, initially, is heavy  
14 and for one on a limited income, I am obliged to  
15 pay S. Bell \$133.50 just to have a phone. True,  
16 I am paying it on their installment plan;  
17 nevertheless the disparity between their charges  
18 for the two utilities companies seems inconsis-  
19 ent particularly for the indigent; for custom-  
20 ers in my position it is ludicrous. While my  
21 record has shown I have been an ideal  
22 customer; I have never had a \$115.00 phone  
23 bill of which, I recognize, \$1.50 is that 15¢ in-  
24 stallment of the \$1.50 installation fee, it is  
25 still greatly in excess of my usual bill since  
26 I am indebted. And one last question - why,  
27 now that we are obliged to purchase our own  
28 instruments, do we pay \$1.00 monthly just  
29 for our own Touch tone phones?  
30 I would be deeply grateful to receive  
31 your acknowledgement with a view as to  
32 how this situation can be handled.

Respectfully yours,

33  
34  
35 Encl.  
36



Southern Bell

Special Assistance Bureau  
666 N.W. 79th Avenue  
Room 604  
Miami, Florida 33126  
(305) 263-4816  
1-800-321-4327

1 December 28, 1992

2 MEMORANDUM TO: Melinda Pace

3 FROM: Pat Godsil

4 RE:

5  
6  
7

8 CASE NO. 44534-INQUIRY

9 Our investigation reveals that we have no record of contact with  
10 the customer prior to the appeal.

11 On 12-21-92 Judy Avril, Assistant Manager, contacted the  
12 customer and acknowledged the appeal. The customer explained  
13 that he attempted to call the business office that morning but  
14 reached a recording which put him on hold. He stated he also  
15 called the repair service and asked the clerk about the calling  
16 areas but was referred back to the business office.

17 Ms. Avril found that the customer thought his office number,  
18 exchange, was a South Port St. Lucie number  
19 since his office is physically located in Port St. Lucie. The  
20 customer felt he should be able to call his office locally from  
21 home. Ms. Avril explained the calling areas. The customer said  
22 he now understands that his company installed a Stuart number in  
23 his office and that calls to his office from Ft. Pierce are long  
24 distance.

Ms. Avril also advised that calling plans from Ft. Pierce to  
Stuart were Saver Service and Value Pak, neither of which will  
benefit the customer. Ms. Avril also explained that a proposed  
tariff for calls within 40 miles could benefit the customer if  
approved.

A BELL SOUTH Company

FOI B10V

0000257



CASE REFERRAL

2 PSC CASE NUMBER            INQ. 44534-I SAO CASE NUMBER            **94376**

3 TAKEN BY            BY            TEL#            TIME 1:05PM LOGGED X CARD           

4 FROM MP            DATE 12-21 DUE BY 12-29 IBOSS            FIELD DD           

5 CUSTOMER'S NAME           

6 COMPLAINANT           

7 ADDRESS            APT#           

8 CITY            TEL#           

9 CBR#            AREA NO           

COMPLAINT:            HAS           

*He* LIVES IN WHITE CITY, BUT ~~HAVE~~ A FT. PIERCE EXCHANGE. SHE WANTS TO CALL INTO THE 221 EXCHANGE WHICH IS STUART AND SHE THOUGHT THIS WAS ~~INTO~~ ONE OF THE EXTENDED AREA PLANS BUT CANNOT GET ANSWER FROM SO. BELL.

DOC TRC

CLS Swc Res

REFERRED TO            *Carolyn* TEL # 407-237-3795

FAX #            OM RPT DATE 12-21 TIME 2:25

CASE PASSED PER            TO           

DATE            TIME            NEW OM           

CASE PASSED PER            TO           

DATE            TIME            NEW OM