Legal Department

HARRIS R. ANTHONY General Counsel-Florida

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Southern Bell Telephone and Telegraph Company c/o Marshall M. Criser II Suite 400 150 South Monroe Street Tallahassee, Florida 32301 Phone (305) 347-5555

December 27, 1993

Mr. Steve C. Tribble Director, Division of Records & Reporting Florida Public Service Commission 101 East Gaines Street Tallahassee, Florida 32301

920260-71

Docket No. 900960-TL Re:

Dear Mr. Tribble:

Enclosed for filing in the above-referenced docket, please find an original and fifteen copies of Southern Bell Telephone and Telegraph Company's Report in Response to Order No. 24041 in Docket No. 900960-TL.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served on the parties shown on the attached Certificate of Service.

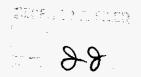
Sincerely,

arris R. Anthony (Aw)

Harris R. Anthony

HRA:jpb Enclosure

cc: Mr. A. M. Lombardo Mr. R. D. Lackey Parties of Record



DOCUMENT NUMBER-DATE 13732 DEC 27 8 FPSC-RECORDS/REPORTING

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## BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into Southern ) Bell Telephone and Telegraph ) Company's Non-Contact Sales ) Practices ) Docket No. 900960-TL Filed: December 27, 1993

## SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY'S REPORT IN RESPONSE TO ORDER NO. 24041

COMES NOW Southern Bell Telephone and Telegraph Company ("Southern Bell" or "Company"), and files this Report in Response to Order No. 24041 of the Florida Public Service Commission (the "Commission").

In its Order No. 24041, dated January 28, 1991, the Commission required Southern Bell to provide a weekly report reflecting certain information related to Southern Bell's investigation into its non-contact sales practices. The 150th such report is due December 27, 1993. Set forth below is Southern Bell's response to the information requested in the 150th report.

1. <u>Request</u>: The number and amount of refunds made to customers broken down by: the amount of the refund per customer; customer location (exchange); services removed/refunded; and duration of period for which refund was required.

<u>Response</u>: Southern Bell has made additional refunds to various customers. It is currently in the process of determining the number and amount of refunds as required by the order. This

> DOCUMENT NUMBER-DATE 13732 DEC 27 8 FPSC-RECORDS/REPORTING

information will be provided to the Commission as soon as it is available.

2. <u>Request</u>: The number and level of all employees involved in any disciplinary actions taken by the Company.

<u>Response</u>: No new information is available.

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3. <u>Request</u>: Copies of all internal and external correspondence dealing with Southern Bell's non-contact sales practices investigation.

<u>Response</u>: No new information is available.

Respectfully submitted,

ATTORNEYS FOR SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY

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HARRIS R. ANTHONY J. PHILLIP CARVER c/o Marshall M. Criser III 150 So. Monroe Street Suite 400 Tallahassee, FL 32301 (305) 530-5555

R. DOUGLAS' LACKEY (("") 4300 Southern Bell Center 675 W. Peachtree Street, N.E. Atlanta, GA 30375 (404) 529-3862

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CERTIFICATE OF SERVICE Docket No. 920260-TL Docket No. 900960-TL Docket No. 910163-TL Docket No. 910727-TL

I HEREBY CERTIFY that a copy of the foregoing has been furnished by United States Mail this  $27^{m}$  day of Dec. , 1993

to:

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Robin Norton Division of Communications Florida Public Service Commission 101 East Gaines Street Tallahassee, FL 32399-0866

Tracy Hatch Division of Legal Services Florida Public Svc. Commission 101 East Gaines Street Tallahassee, FL 32399-0863

Joseph A. McGlothlin Vicki Gordon Kaufman McWhirter, Grandoff & Reeves 315 South Calhoun Street Suite 716 Tallahassee, FL 32301-1838 atty for FIXCA

Kenneth A. Hoffman, Esq. Messer, Vickers, Caparello, Madsen, Lewis & Metz, PA Post Office Box 1876 Tallahassee, FL 32302 atty for FPTA

Charles J. Beck Deputy Public Counsel Office of the Public Counsel 111 W. Madison Street Room 812 Tallahassee, FL 32399-1400

Michael J. Henry MCI Telecommunications Corp. MCI Center Three Ravinia Drive Atlanta, Georgia 30346-2102 Richard D. Melson Hopping Boyd Green & Sams Post Office Box 6526 Tallahassee, Florida 32314 atty for MCI

Rick Wright Regulatory Analyst Division of Audit and Finance Florida Public Svc. Commission 101 East Gaines Street Tallahassee, FL 32399-0865

Laura L. Wilson, Esq. c/o Florida Cable Television Association, Inc. 310 North Monroe Street Post Office Box 10383 Tallahassee, FL 32302 atty for FCTA

Chanthina R. Bryant Sprint Communications Co. Limited Partnership 3065 Cumberland Circle Atlanta, GA 30339

Michael W. Tye AT&T Communications of the Southern States, Inc. 106 East College Avenue Suite 1410 Tallahassee, Florida 32301

Dan B. Hendrickson Post Office Box 1201 Tallahassee, FL 32302 atty for FCAN Benjamin H. Dickens, Jr. Blooston, Mordkofsky, Jackson & Dickens 2120 L Street, N.W. Washington, DC 20037 Atty for Fla Ad Hoc

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C. Everett Boyd, Jr. Ervin, Varn, Jacobs, Odom & Ervin 305 South Gadsen Street Post Office Drawer 1170 Tallahassee, Florida 32302 atty for Sprint

Florida Pay Telephone Association, Inc. c/o Mr. Lance C. Norris President Suite 202 8130 Baymeadows Circle, West Jacksonville, FL 32256

Monte Belote Florida Consumer Action Network 4100 W. Kennedy Blvd., #128 Tampa, FL 33609

Donald L. Bell, Esq. 104 East Third Street Tallahassee, FL 32303 Atty for AARP

Gerald B. Curington Department of Legal Affairs Room 1603, The Capitol Tallahassee, FL 32399-1050

Mr. Douglas S. Metcalf Communications Consultants, Inc. 631 S. Orlando Ave., Suite 250 P. O. Box 1148 Winter Park, FL 32790-1148 Mr. Cecil O. Simpson, Jr. General Attorney Mr. Peter Q. Nyce, Jr. General Attorney Regulatory Law Office Office of the Judge Advocate General Department of the Army 901 North Stuart Street Arlington, VA 22203-1837

Floyd R. Self, Esq. Messer, Vickers, Caparello, Madsen, Lewis, Goldman & Metz Post Office Box 1876 Tallahassee, FL 32302-1876 Attys for McCaw Cellular

Angela Green Division of Legal Services Florida Public Svc. Commission 101 East Gaines Street Tallahassee, FL 32399-0863

Stan Greer Division of Communications Florida Public Svc. Commission 101 East Gaines Street Tallahassee, FL 32399-0863

Harris R. Anthony (And)