

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation and  
determination of appropriate  
method of refund for overcharges  
by MCI WorldCom Network  
Services, Inc. on dial around  
calls.

DOCKET NO. 991460-TI  
ORDER NO. PSC-99-2359-FOF-TI  
ISSUED: December 3, 1999

The following Commissioners participated in the disposition of  
this matter:

JOE GARCIA, Chairman  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.

ORDER APPROVING METHOD OF REFUND FOR OVERCHARGES

BY THE COMMISSION:

MCI WorldCom Services, Inc. (MCI), is a provider of interexchange telecommunications services, pursuant to certificate number 61, issued on April 25, 1983. As a result of customer complaints received in February and March of 1999, this docket was opened to review allegations of overcharging of 10-10-220 calls in the Tallahassee area, and improper billing procedures.

As a result of our staff's inquiries, it was determined that Telecom\*USA requested Sprint-Florida to load its Carrier Identification Code (CIC) in Sprint's Carrier Identification Parameter (CIP) end offices, which allows traffic to be tagged with the CIC of the appropriate carrier. Mistakenly, Sprint loaded the 220 CIC into all end offices. Therefore, because some of the Tallahassee area end offices use multi-frequency signaling, the correct carrier was not identified, and customers were improperly billed by MCI as casual callers.

The inquiries of our staff have established to our satisfaction that the error was inadvertent. The companies have acknowledged the error and have submitted a request to route this

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traffic correctly. Additionally, they have agreed on an appropriate method of refunding the overcharges to the affected customers.

Upon consideration, we will accept MCI's refund proposal, pursuant to Rule 25-4.114, Florida Administrative Code. The amount of refunds will be \$3,397.25, including interest of \$211.25. MCI will credit end users' bills for the overcharge plus interest. The credit will appear on the local telephone company statements between January 1, 2000 and March 31, 2000. Any unrefunded monies, including interest due, will be remitted to this Commission and deposited in the General Revenue Fund, pursuant to Chapter 364.285(1), Florida Statutes. MCI will submit refund reports to us on February 1, March 1, and a final report as required by Rule 25-4.114(7), Florida Administrative Code, Refunds.

Based on the forgoing, it is

ORDERED by the Florida Public Service Commission that the method proposed by MCI WorldCom Network Services, Inc. for refunding the overcharges is hereby approved. It is further

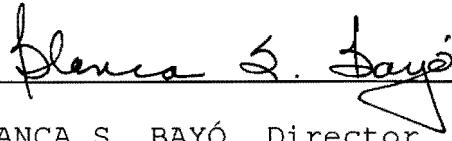
ORDERED that MCI WorldCom Network Services, Inc. shall refund \$3,397.25 in accordance with the terms of this order. The refunds shall appear as a credit on the affected end user's monthly statements between January 1, 2000 and March 31, 2000. It is further

ORDERED that any unrefunded monies, including interest due, shall be remitted to the Commission and will be deposited in the General Revenue Fund, pursuant to Chapter 364.285(1), Florida Statutes. It is further

ORDERED that MCI WorldCom Network Services, Inc. shall submit a refund report to the Commission on February 1, 2000, March 1, 2000, and a final report, as required by Rule 25-4.114(7), Florida Administrative Code. Upon receipt of the final report, this docket shall be closed.

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By ORDER of the Florida Public Service Commission this 3rd  
day of December, 1999.

  
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BLANCA S. BAYÓ, Director  
Division of Records and Reporting

( S E A L )

CLF

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Director, Division of Records and reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.