

**REQUEST FOR CHANGE TO AGENDA CONFERENCE  
HAND DELIVER**

Date of Request: 1/13/2010 Date of Agenda Conference: 1/26/2010 Item No. \_\_\_\_\_

Docket No.: 090461-TL Brief Title: Modification of AT&T's Service Guarantee Program

Requested by:  Staff  Other \_\_\_\_\_ (Name)

Please attach a copy of the written documentation filed (IF OTHER)

STAFF's Recommendation to Executive Suite (IF OTHER)  Approve Request  Deny Request

**ACTION REQUESTED [see APM 2.11]**

- Defer Item to Agenda Scheduled Date: \_\_\_\_\_
- Change Order of Item or Take Up at Time Certain
- Withdraw Item (not expected to return to Agenda)
- Late Filed Recommendation (must be filed no later than 3:00 p.m. on the date approved for late filing) A copy of the front page of the recommendation must be provided to the Commission Clerk by 12 noon on the regular filing date for use as a place-holder during agenda preparation.
- Add Item to Published Agenda [see Section 120.525(2), F.S.] – Issue an ADDENDUM and give Legal NOTICE
- Add Emergency Item to Published Agenda [see Section 120.525 (3), F.S.] – Issue an ADDENDUM and Give Fair NOTICE

Concise explanation, justification or comments (attach additional sheet if necessary):

Staff requires additional time for review of recommendation. Staff requests a late file of 12:00 p.m. on Friday, January 15, 2010.

RECEIVED-FPSC  
10 JAN 13 AM 11:56  
COMMISSION CLERK

Signature (Technical Staff): *Melinda Walker* Initials (Division Director or Designee): *MP*

Signature (Legal Staff): *[Signature]* Initials (General Counsel or Designee): *Wlet*

**EXECUTIVE DIRECTOR:**

Recommendation to the Chairman's Office  Approve Request  Deny Request

Initials: *AS* Date: 1/13/10

Comments:

**CHAIRMAN's OFFICE:**

Initials: *SCL*  Approve Request  Deny Request

Date: 1/13/10

Executive Suite will send the original to the Office of Commission Clerk and return copy to the requesting staff after the Chairman's Office takes action on this request. Requesting staff should distribute copies to the Division Directors (OPR & OCR) and Attorney assigned to the docket.

**CLK AGENDA  
STAFF COPIED**

DOCUMENT NUMBER-DATE

00315 JAN 13 0

FPSC-COMMISSION CLERK

State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** January 13, 2010

**TO:** Office of Commission Clerk (Cole)

**FROM:** Division of Regulatory Compliance (M. Watts)  
Office of the General Counsel (Tan)

**RE:** Docket No. 090461-TL – Petition for modification of Service Guarantee Program by BellSouth Telecommunications, Inc. d/b/a AT&T Florida.

**AGENDA:** 01/26/10 – Regular Agenda – Proposed Agency Action – Interested Persons May Participate

**COMMISSIONERS ASSIGNED:** All Commissioners

**PREHEARING OFFICER:** Administrative

**CRITICAL DATES:** None

**SPECIAL INSTRUCTIONS:** None

**FILE NAME AND LOCATION:** S:\PSC\RCP\WP\090461.RCM.DOC

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### Case Background

On August 13, 2001, and February 13, 2002, the Florida Public Service Commission (Commission) issued Order Nos. PSC-01-1643-AS-TL (Docket No. 991378-TL) and PSC-02-0197-PAA-TL (Docket No. 010097-TL),<sup>1</sup> respectively, approving the Settlement Agreement between the Office of Public Counsel and BellSouth Telecommunications, Inc. (n/k/a BellSouth Telecommunications, Inc. d/b/a AT&T Florida d/b/a AT&T Southeast and hereinafter referred to as AT&T Florida), addressing AT&T Florida's quality of service and granting a limited waiver

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<sup>1</sup> Docket No. 991378-TL - Initiation of show cause proceedings against BellSouth Telecommunications, Inc. for violation of service standards; and  
Docket No. 010097-TL - Compliance investigation of BellSouth Telecommunications, Inc. for violation of service standards.

DOCUMENT NUMBER-DATE  
00315 JAN 13 09  
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