

State of Florida



ORIGINAL

Public Service Commission

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

DATE: June 27, 2005

TO: Blanca S. Bayó, Commission Clerk and Administrative Services Director

FROM: Melinda H. Watts, Engineering Specialist III, Division of Competitive Markets & Enforcement *MW*

RE: Docket No. 050390-TI - Investigation and determination of appropriate method for refunding overcharges due to call duration errors on long distance calls by ACN Communication Services, Inc.

Please add the attached letter, dated May 11, 2005, requesting ACN Communication Services, Inc. submit a refund proposal for apparent overcharges, to the subject docket file.

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STATE OF FLORIDA



DIVISION OF COMPETITIVE MARKETS &
ENFORCEMENT
BETH W. SALAK
DIRECTOR
(850) 413-6600

Public Service Commission

May 11, 2005

Mr. Tim Seat
ACN Communication Services, Inc.
32991 Hamilton Court
Farmington Hills, MI 48334-3330

Dear Mr. Seat:

From July 26, 2004, through August 24, 2004, the Florida Public Service Commission (the Commission) evaluated the quality of service from an access line presubscribed to ACN Communication Services, Inc. (ACN) during the Sprint-Florida, Inc. telephone service evaluation. Staff released the draft timing accuracy report on September 10, 2004, that identified there were possible timing and overcharge problems following the analysis of the bills received for our test calls.

Staff's review of the E-mail response provided by ACN on May 3, 2005 (enclosed), indicated that it has overcharged customers by \$2,438.68 due to a timing error by ACN's underlying carrier, Global Crossing. In consideration of Rule 25-4.114, Refunds, F.A.C., please provide a written proposal to refund customers by June 1, 2005.

If you have any questions, please contact me at (850) 413-6952.

Sincerely,

A handwritten signature in cursive script that reads "Melinda Watts".

Melinda Watts
Bureau of Service Quality

Ref: TMS 1881

**Florida Public Service Commission
Global Crossing Call Duration Overstatement
ACN Analysis and Impact Study**

Enclosure

Issue

Global Crossing overstated the duration of some calls by up to 5 seconds, causing those calls to be over-billed by 1 minute.

Calls that were truly between 56 and 59 seconds in duration were calculated by Global Crossing to be between 61 and 64 seconds long. Since ACN bills in full minute increments, customers that make a call from 56 to 59 seconds in duration are normally charged for 1 minute. However, since Global Crossing overstated the duration of these calls by up to 5 seconds, it pushed the customer to the next full minute increment, so ACN billed the customer for 2 minute calls instead of 1 minute calls.

The rounding issue impacted calls that were truly between 56 and 59 seconds or an increment thereof. For example, a 116 second call (1 minute, 56 seconds) appeared as a 121 second call (2 minutes, 1 second) in the Global Crossing CDRs, causing ACN to bill the customer for a 3 minute rather than a 2 minute call).

Root Cause

The issue was caused by a Global Crossing billing system software bug. The bug caused Global Crossing to overstate the duration on the Call Detail Records they transmitted to ACN. The durations on individual calls could have been overstated by up to 5 seconds. Since ACN uses these Call Detail Records to bill its customers, Global Crossing's software bug caused the over-billing of ACN customers.

Analysis

To determine the impact to ACN customers, ACN's Billing department analyzed customer calling traffic for 2004 and 2005. The problem started in June, 2004 and was resolved by Global Crossing in February, 2005.

The traffic analysis focused on Global Crossing that had a duration increment of 61, 62, 63 or 64 seconds or an increment thereof. An example of why these calls were selected for the study is shown in the following table:

Call Duration In Global Crossing CDR	True Call Duration (GX CDR duration minus 5 seconds)	Call Duration Billed By ACN	Call Duration That Should Have Been Billed By ACN	Net Customer Overbilling
61	56	2 Minutes	1 Minute	1 Minute
62	57	2 Minutes	1 Minute	1 Minute
63	58	2 Minutes	1 Minute	1 Minute
64	59	2 Minutes	1 Minute	1 Minute
121	116	3 Minutes	2 Minutes	1 Minute
122	117	3 Minutes	2 Minutes	1 Minute
123	118	3 Minutes	2 Minutes	1 Minute
124	119	3 Minutes	2 Minutes	1 Minute

Florida Public Service Commission
Global Crossing Call Duration Overstatement
ACN Analysis and Impact Study

Customer Impact

The total impact to ACN customers is \$2,438.68. The following table summarizes the impact:

Customer Impacts			
Billed Month	Customers	Minutes	Dollars
June 2004	118	143	\$7.01
July 2004	2,464	4,449	\$218.00
August 2004	3,310	6,824	\$334.38
September 2004	3,514	7,141	\$349.91
October 2004	3,178	6,417	\$314.43
November 2004	3,162	6,197	\$303.65
December 2004	3,046	6,036	\$295.76
January 2005	3,328	6,666	\$326.63
February 2005	2,954	5,896	\$288.90
Total	8,442	49,769	\$2,438.68

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59	64	59	2 Minutes	1 Minute	1 Minute	1 Minute
116	121	116	3 Minutes	2 Minutes	1 Minute	1 Minute
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