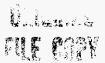
HARRIS R. ANTHONY General Counsel-Florida

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 20, 1993

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

Re: Docket No. 900960-TL

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,

Harris R. Anthony 180

HRA:jpb Enclosure

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

DOCUMENT NUMBER-DATE

13525 DEC 20 S

FFSC-RECORDS/REPORTING

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 20, 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 149th such report is due December 20, 1993. Set forth below is Southern Bell's response to the information requested in the 149th report.

1. Request: 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.

Response: 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

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

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

Response: No new information is available.

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

Response: No new information is available.

Respectfully submitted,

ATTORNEYS FOR SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY

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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 day of , 1993

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

to:

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