



# Public Service Commission

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

DATE: May 11, 1993  
 TO: Monique Cheek/CMU  
 John Adams/LEG  
 Steve Tribble/RAR  
 FROM: Dick Durbin/CAF *DD*  
 RE: Docket No. 930421-TL - Complaint of Thomas Firriolo against Southern Bell Telephone and Telegraph Company regarding charges for residential telephone service in St. John's County.

The attached letters have been received by Consumer Affairs and need to be included in the docket file on this case.

ACK \_\_\_\_\_  
 M.C. \_\_\_\_\_  
 J.A. \_\_\_\_\_  
 S.T. \_\_\_\_\_  
 D.D. \_\_\_\_\_  
 1

DOCUMENT NUMBER-DATE

05121 MAY 11 93

1100-REGISTRATION DIVISION

April 27, 1993  
 Certified Mail

**The St. Johns  
 County News**

P.O. Box 546, St. Augustine, FL 32065  
 (904) 794-4874 Fax: (904) 329-9038

Dear Mrs. Murray

The computer is down so this is my hand written answer to your April 21, 1993 letter with revised bills.

The 826-0888 # which was never ordered or used per stated at the meeting would be disconnected and no charges other than the installation which is in dispute.

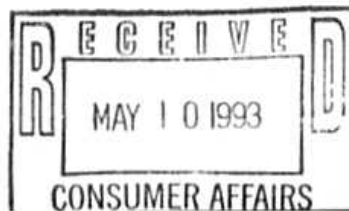
You did not supply me at the P.S.C. meeting the list of service calls I made from May to Oct 1992. I requested this information in my April 14, 1993 letter and letters to the P.S.C.

Your installation manager told the installation supervisor your ally's refused to render copies which is the very core of our problems. These service calls will substantiate the problems you all have and expenses Southern Bell customers endure because of your short comings.

Denial of this information and disconnecting my telephone service certainly will not solve the problems.

Thank you.

Sincerely,  
 Thomas Smith





Southern Bell

500 North Orange Avenue  
Orlando, Florida 32801

May 4, 1993

Putnam County News  
Post Office Box 545  
St. Augustine, Florida 32085

Dear Mr. Firriolo:

In response to your letter dated April 27, 1993, I'd like to clarify the agreement made at the hearing regarding telephone number 826-0888. Southern Bell agreed to disconnect this service and stop all billing effective December 24, 1992 (the date of your letter to the PSC). All monthly charges prior to this date as well as the initial installation charge remain your responsibility.

As previously discussed, service records are considered proprietary information. A narrative of these records was provided to the Public Service Commission. A copy of our response may be obtained by contacting them at 1-800-342-3552.

Yours very truly,

Beverly Murray  
Assistant Manager

cc: Dick Durbin  
Florida Public Service Commission  
101 East Gaines Street  
Tallahassee, Florida 32399-0850



State of Florida

Commissioners:

J. TERRY DEASON, CHAIRMAN  
THOMAS M. BEARD  
SUSAN F. CLARK  
LUIS J. LAUREDO  
JULIA L. JOHNSON



DIVISION OF CONSUMER AFFAIRS  
GEORGE HANNA  
DIRECTOR  
(904) 488-7238  
TOLL FREE 1-800-342-3552

Public Service Commission

May 6, 1993

RECEIVED  
MAY - 6 1993  
PSC RECORDS & REPORTING

Mr. Thomas Firriolo  
P.O. Box 545  
St. Augustine, FL 32085

Re: Docket No. **930421-TL** - Complaint of Thomas Firriolo against Southern Bell Telephone and Telegraph Company regarding charges for residential telephone service in St. John's County.

Dear Mr. Firriolo:

This is a follow-up to the informal conference held April 5, 1993, with you, Southern Bell representatives, and myself representing the Commission's Division of Consumer Affairs.

We have recommended that the Commission review your complaint at its May 18, 1993 agenda conference in Tallahassee and notify you of its Proposed Agency Action.

Attached is a copy of our memorandum of May 6, 1993, to the Commission in which staff has recommended that you be denied the relief that you sought.

You, or your representative, may participate at the agenda conference if you wish.

Sincerely,

Dick Durbin  
Consumer Affairs Analyst  
Division of Consumer Affairs

DD:kt

cc: Southern Bell Telephone Company  
Records and Reporting  
Division of Legal Services  
Division of Communications