

FLORIDA PUBLIC SERVICE COMMISSION  
Capital Circle Office Center • 2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

RECEIVED

DEC 23 1997

1030  
FPSC - Records/Reporting

MEMORANDUM

December 23, 1997

TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYO)

FROM: DIVISION OF LEGAL SERVICES (BOWMAN) *JB*  
DIVISION OF COMMUNICATIONS (TRUBELHORN) *TR*  
DIVISION OF AUDITING & FINANCIAL ANALYSIS (CATER) *DM 1/28*

RE: DOCKET NO. 971519-TI - CABLE & WIRELESS, INC. - REFUND OF  
OVERCHARGES BY CABLE & WIRELESS, INC. FOR INTRASTATE LONG  
DISTANCE SERVICES.

AGENDA: 1/6/98 - REGULAR AGENDA - PROPOSED AGENCY ACTION -  
INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: S:\PSC\CMU\WP\971519TI.RCM

CASE BACKGROUND

On March 7, 1997, staff notified Cable & Wireless, Inc. (CWI) that it would evaluate the company's quality of service from March 17 through March 28, 1997 pursuant to Rule 25-21.026, Florida Administrative Code. Attachment A. On March 14, 1997, CWI furnished a Business First Basic (BFB) Travel Card for 0+ test calls. Attachment B. Staff engineers completed 54 interLATA, intrastate test calls on March 20 and 21, 1997 to evaluate the company's timing, billing, and rating accuracies; the company's ability to complete calls; and the transmission quality of the BFB Travel Card service.

On July 10, 1997, staff forwarded the evaluation results to CWI. Attachment C. It reported that all 54 of the BFB calling card test calls were over rated, meaning that CWI charged a rate higher than its tariffed rate (\$.3435/minutes versus .3300/minute) on file with the Commission as of March 20 and 21, 1997. CWI responded on August 1, 1997 that "the inaccuracies . . . were due to an inadvertent omission of a rate change for BFB Travel Card in CWI's Florida tariff." Attachment D. CWI filed the correct rate on April 30, 1997 with an effective date of May 1, 1997. The company estimated that the over billed amount from March 21 (test date) through April 30, 1997 would be less than \$2,000. *CWI*

DOCUMENT NUMBER-DATE

13139 DEC 23 97

FPSC-RECORDS/REPORTING

DOCKET NO. 971519-TI  
DATE: December 23, 1997

### DISCUSSION OF ISSUES

**ISSUE 1:** Should Cable & Wireless, Inc.'s settlement proposal providing payment of \$4,415 plus \$283 interest to its harmed customers within six weeks of the order be accepted?

**RECOMMENDATION:** Yes. Pursuant to Commission Rule 25-4.114(7) the Company should file a preliminary refund report 30 days after the refund is completed and a final refund report 90 days thereafter. After the final refund report, any unclaimed refunds shall go to the State of Florida General Revenue Fund.

**STAFF ANALYSIS:** CWI's letter dated October 1, 1997 reported that it had billed 327,044 intrastate minutes from December 11, 1996 through April 30, 1997 for 541 Florida accounts. This total Florida intrastate minutes multiplied by \$.0135 (the difference between the tariffed rate of \$.3300/minute and the rate billed of \$.3435/minute) yields an estimated over billing amount equal to \$4,415. Staff accepts the company's estimate of the \$4,415 over billed amount. CWI offered to issue a credit to its customers totaling \$4,698 (including interest of \$283), proposing to issue a credit of a flat amount (\$8.68) to the 541 customers. The company explained that it would require an overly burdensome number of administrative hours to determine specific amounts for each of the 541 accounts, given the relatively small over billing amount. CWI reported that it can issue these credits within 4-6 weeks of a final order. For customers who no longer have CWI service, the company proposes to send a check to the last known address. Staff agrees with CWI's proposal to give a flat credit to existing accounts and to send checks for former accounts as described above. Staff, therefore, recommends acceptance of CWI's settlement proposal. Pursuant to Commission Rule 25-4.114(7) the Company should file a preliminary refund report 30 days after the refund is completed and a final refund report 90 days thereafter. After the final refund report, any unclaimed refunds shall go to the State of Florida General Revenue Fund.

**ISSUE 2:** Should this docket be closed?

**RECOMMENDATION:** No, this docket should remain open until the final refund report has been received and any unclaimed refunds submitted to the State of Florida General Revenue Fund. (BOWMAN)

DOCKET NO. 971519-TI  
DATE: December 23, 1997

STAFF ANALYSIS: This docket should remain open until the final refund report has been received and any unclaimed refunds submitted to the State of Florida General Revenue Fund.

Commissioners:  
JULIA L. JOHNSON, CHAIRMAN  
SUGAN F. CLARK  
J. TERRY DEASON  
JOE GARCIA  
DIANE K. KIESLING



DIVISION OF COMMUNICATIONS  
WALTER D'HAESELEER  
DIRECTOR  
(904) 413-6600

## Public Service Commission

March 7, 1997

Ms. Rachel Rothstein, Esq.  
Senior Regulatory Attorney  
Cable & Wireless, Inc.  
8219 Leesburg Pike  
Vienna, VA 22182

Dear Ms. Rothstein:

Staff from the Bureau of Service Evaluation are scheduled to evaluate Quincy Telephone Company in the following exchanges: Greensboro, Gretna, and Quincy. This evaluation will be conducted during the period of March 17-28, 1997, pursuant to Chapter 25-21.026, to execute a comprehensive telephone service evaluation to assure the availability and provisioning of safe, efficient and sufficient communications throughout the state. Our evaluation program applies not only to local exchange companies but to interexchange companies as well.

A significant part of this evaluation will be the generation of test calls from selected central offices in the exchanges to be evaluated to all NXX codes throughout the State of Florida. The purpose of these calls is to determine the following:

- 1) The call completion rate.
- 2) Timing accuracy to determine if the call was properly timed.
- 3) Whether the call was billed according to the tariff.
- 4) The rating accuracy to determine if the proper amount was billed for the units generated.
- 5) Whether the transmission parameters were met.

The central office and numbers that are presubscribed to your company are shown on the enclosed attachment. Please open an account(s) in our name and enable your equipment to allow both 1+ and 0+ calls from the test numbers. Since we test both 1+ and 0+ billing, please provide a calling card and PIN number for the 0+ calls. Respond, as soon as possible, with (1) dialing instructions to access and use your calling card and (2) the identity of the service/plan

Ms. Rothstein  
Page 2  
March 7, 1997

assigned for our 1+ and 0+ test calls. We also need, for both services, the appropriate tariff sections and the name of billing party. Regular bills for our test calls should be sent to:

The Florida Public Service Commission  
Division of Communications  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0866  
ATTN: Phil Trubelhorn

Since this is a part of the Commission's normal surveillance activity, no reimbursement will be made for our test calls. Therefore, proper disposition should be made of these charges and the accounts closed within sixty (60) days or two (2) complete billing cycles after our review is completed.

Should you have any questions, please feel free to contact Phil Trubelhorn at (904) 413-6592 or me at (904) 413-6570.

Sincerely,



Don McDonald  
U.S./Comm. Engineer Supervisor  
Bureau of Service Evaluation

DMD:prt  
Attachment

Attachment

| <u>Company Name</u>                   | <u>CIC</u> | <u>Test numbers (904)</u> | <u>C.O.</u> |
|---------------------------------------|------------|---------------------------|-------------|
| Excel Telecommunications, Inc.        | 752        | 875-9001, 875-9007        | Quincy      |
| CTS Telecom, Inc.                     | 834        | 875-9002, 875-9008        | Quincy      |
| Cable & Wireless, Inc.                | 223        | 875-9003, 875-9009        | Quincy      |
| Deltacom Long Distance Services, Inc. | 233        | 875-9004, 875-9010        | Quincy      |
| MCI Telecommunications Corporation    | 222        | 875-9005, 875-9011        | Quincy      |
| LDDS WorldCom                         | 488        | 875-9006, 875-9012        | Quincy      |



**CABLE & WIRELESS, INC.**

ATTACHMENT B  
DOC. NO. 961519-TI  
DECEMBER 23, 1997

8417 Leesburg Pike  
Vienna  
Virginia 22182

Telephone (703) 790-5500

March 14, 1997

**VIA FEDERAL EXPRESS**

(904) 413-6592

Phil Trubelhorn  
The Florida Public Service Commission  
Division of Communications  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0866

Re: Cable & Wireless, Inc.  
Service Evaluation - March 1997



Dear Mr. Trubelhorn:

Pursuant to your instructions Cable & Wireless, Inc. (CWI) set up an account for the Florida Public Service Commission for the purpose of service evaluation for the exchanges of Greensboro, Gretna, and Quincy. The following telephone numbers are presubscribed to CWI's Business First Basic (BFB) product:

(904) 875-9003  
(904) 875-9009

Enclosed is the calling card for the BFB product and a standard welcome brochure. Should you have any questions, please call me at (703) 760-3741.

Sincerely,

Dorota A. Smith  
Tariff & Regulatory Supervisor

Enclosure

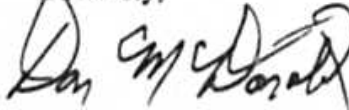
-8-

Ms. Rothstein, Esq.  
Cable & Wireless, Inc.  
Page 2  
July 10, 1997

Where timing, tariff, or rating discrepancies were discovered, copies of our work sheets are enclosed. Specifically, all 54 test calls over your BFB Travel Card service were over-rated. Where rules or standards are not being satisfied, we request that you respond within thirty (30) days from the date of this letter, outlining the corrective actions taken. No response is required for categories meeting the rules or standards.

If you have questions, please contact Phil Trubelhorn at 904/413-6592.

Sincerely,



Don McDonald  
U.S./Comm. Engineer Supervisor  
Bureau of Service Evaluation

Enclosures

c: Alan Taylor  
Phil Trubelhorn  
File: Quincy Tel 1997 IXC Serv Eval



ATTACHMENT C  
TIMING, BILLING, & RATING RECORD  
DOCKET NO. 961519-TI  
DECEMBER 23, 1997

COMPANY OCY LOCATION OCY DATE 4-1997  
BILLING NUMBER 961519-9007 CARRIER OCY SERVICE 343-TRK  
CALLING CARD NO. 5033 9753 EVALUATOR MT VERIFIED BY LS

INTERLATA  INTRALATA

| TIME         | SEC            | RANGE    | RANGE    | TIMING ACTY |     |     | BILLING |     | RATING |      |     |     |
|--------------|----------------|----------|----------|-------------|-----|-----|---------|-----|--------|------|-----|-----|
|              |                |          |          | CCR         | USD | OTR | CCR     | SEC | AMT    | CCR  | USD | OTR |
| 013 744 0582 | E.T. 183.0 SEC | 15:07:32 | 03/20/97 | 1           | 183 | 3.1 | 3.1     | /   | /      | 1.06 |     | X   |
| 013 744 0582 | E.T. 183.0 SEC | 15:08:03 | 03/20/97 |             |     |     |         |     |        |      |     |     |
| 013 744 0582 | E.T. 183.0 SEC | 15:17:41 | 03/20/97 | ✓           | 183 | 3.1 | 3.1     | /   | /      | 1.06 |     | X   |
| 013 744 0582 | E.T. 183.0 SEC | 15:21:22 | 03/20/97 | 3           | 183 | 3.1 | 3.1     | /   | /      | 1.06 |     | X   |
| 013 744 0582 | E.T. 182.0 SEC | 15:25:03 | 03/20/97 | 4           | 182 | 3.1 | 3.1     | /   | /      | 1.06 |     | X   |
| 013 744 0582 | E.T. 182.0 SEC | 15:28:52 | 03/20/97 | 5           | 182 | 3.1 | 3.1     | /   | /      | 1.06 |     | X   |
| 013 744 0582 | E.T. 182.0 SEC | 15:26:05 | 03/20/97 | 6           | 182 | 3.1 | 3.1     | /   | /      | 1.06 |     | X   |
| 013 744 0582 | E.T. 181.0 SEC | 15:29:48 | 03/20/97 | 7           | 181 | 3.1 | 3 1/2   | /   | /      | 1.06 |     | X   |
| 013 744 0582 | E.T. 181.0 SEC | 15:43:22 | 03/20/97 | 8           | 181 | 3.1 | 3 1/2   | /   | /      | 1.06 |     | X   |
| 013 744 0582 | E.T. 181.0 SEC | 15:46:54 | 03/20/97 | 9           | 181 | 3.1 | 3 1/2   | /   | /      | 1.06 |     | X   |
| 013 744 0582 | E.T. 180.0 SEC | 15:50:35 | 03/20/97 | 10          | 180 | 3.1 | 3 1/2   | /   | /      | 1.06 |     | X   |
| 013 744 0582 | E.T. 180.0 SEC | 15:54:00 | 03/20/97 | 11          | 180 | 3.1 | 3 1/2   | /   | /      | 1.06 |     | X   |
| NO NUMBER    |                | 15:52:48 | 03/20/97 |             |     |     |         |     |        |      |     |     |
| 013 744 0582 | E.T. 180.0 SEC | 16:00:14 | 03/20/97 | ✓           | 180 | 3.1 | 3 1/2   | /   | /      | 1.06 |     | X   |
| 013 744 0582 | E.T. 179.0 SEC | 16:03:48 | 03/20/97 | 12          | 179 | 3.0 | 3.0     | /   | /      | 1.03 |     | X   |
| 013 744 0582 | E.T. 179.0 SEC | 16:07:55 | 03/20/97 | 14          | 179 | 3.0 | 3.0     | /   | /      | 1.03 |     | X   |
| 013 744 0582 | E.T. 179.0 SEC | 16:11:27 | 03/20/97 | ✓           | 179 | 3.0 | 3.0     | /   | /      | 1.03 |     | X   |
| 013 744 0582 | E.T. 178.0 SEC | 16:14:51 | 03/20/97 | 16          | 178 | 3.0 | 3.0     | /   | /      | 1.03 |     | X   |
| 013 744 0582 | E.T. 178.0 SEC | 16:18:25 | 03/20/97 | 17          | 178 | 3.0 | 3.0     | /   | /      | 1.03 |     | X   |
| 013 744 0582 | E.T. 178.0 SEC | 16:22:14 | 03/20/97 | 18          | 178 | 3.0 | 3.0     | /   | /      | 1.03 |     | X   |
| 013 744 0582 | E.T. 123.0 SEC | 16:24:49 | 03/20/97 | 19          | 123 | 2.1 | 2.1     | /   | /      | .72  |     | X   |
| 013 744 0582 | E.T. 123.0 SEC | 00:23:03 | 03/21/97 | 20          | 123 | 2.1 | 2.1     | /   | /      | .72  |     | X   |
| 013 744 0582 | E.T. 123.0 SEC | 00:26:30 | 03/21/97 | 21          | 123 | 2.1 | 2.1     | /   | /      | .72  |     | X   |
| 013 744 0582 | E.T. 122.0 SEC | 00:41:37 | 03/21/97 | 22          | 122 | 2.1 | 2.1     | /   | /      | .72  |     | X   |
| 013 744 0582 | E.T. 122.0 SEC | 00:44:37 | 03/21/97 | 23          | 122 | 2.1 | 2.1     | /   | /      | .72  |     | X   |
| 013 744 0582 | E.T. 122.0 SEC | 00:47:08 | 03/21/97 | 24          | 122 | 2.1 | 2.1     | /   | /      | .72  |     | X   |
| 013 744 0582 | E.T. 121.0 SEC | 00:49:37 | 03/21/97 | 25          | 121 | 2.1 | 2 1/2   | /   | /      | .72  |     | X   |
| 013 744 0582 | E.T. 121.0 SEC | 00:52:00 | 03/21/97 | 26          | 121 | 2.1 | 2 1/2   | /   | /      | .72  |     | X   |
| 013 744 0582 | E.T. 121.0 SEC | 00:54:38 | 03/21/97 | 27          | 121 | 2.1 | 2 1/2   | /   | /      | .72  |     | X   |
| 013 744 0582 | E.T. 120.0 SEC | 00:57:18 | 03/21/97 | 28          | 120 | 2.1 | 2 1/2   | /   | /      | .72  |     | X   |

Q:\FORMS\BILLING.XEC

COMPANY QCY LOCATION \_\_\_\_\_ DATE 12/1/97  
 BILLING NUMBER 904/875 2007 CARRIER \_\_\_\_\_ RATE BFB-TANK  
 1-800-899-9507  
 CALLING CARD NO. 8722 9747 EVALUATOR AL VERIFIED BY LR

INTERLATA  INTRALATA

SELECT DATE

| SEC            | TIME     | DATE     | SEC | TARIFF | RANGE | RANGE | TIMING ACTY |     |    | BILLING |     | RATING |     |     |    |  |  |   |
|----------------|----------|----------|-----|--------|-------|-------|-------------|-----|----|---------|-----|--------|-----|-----|----|--|--|---|
|                |          |          |     |        |       |       | COR         | UND | OV | COR     | SEC | ANT    | COR | UND | OV |  |  |   |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 120.0 SEC | 09:00:39 | 03/21/97 | 29  | 120    | 2.1   | 2.5   | /           |     |    | /       |     | .24    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 120.0 SEC | 09:03:07 | 03/21/97 | 30  | 120    | 2.1   | 2.5   | /           |     |    | /       |     | .24    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 119.0 SEC | 09:05:42 | 03/21/97 | 31  | 119    | 2.1   | 2.0   | /           |     |    | /       |     | .69    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 119.0 SEC | 09:08:06 | 03/21/97 | 32  | 119    | 2.1   | 2.0   | /           |     |    | /       |     | .69    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 119.0 SEC | 09:10:39 | 03/21/97 | 33  | 119    | 2.1   | 2.0   | /           |     |    | /       |     | .69    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 118.0 SEC | 09:13:00 | 03/21/97 | 34  | 118    | 2.1   | 2.0   | /           |     |    | /       |     | .69    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 118.0 SEC | 09:15:54 | 03/21/97 | 35  | 118    | 2.1   | 2.0   | /           |     |    | /       |     | .69    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 118.0 SEC | 09:18:34 | 03/21/97 | 36  | 118    | 2.1   | 2.0   | /           |     |    | /       |     | .69    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 063.0 SEC | 09:20:00 | 03/21/97 | 37  | 63     | 1.1   | 1.1   | /           |     |    | /       |     | .38    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 063.0 SEC | 09:22:06 | 03/21/97 | 38  | 63     | 1.1   | 1.1   | /           |     |    | /       |     | .38    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 063.0 SEC | 09:25:30 | 03/21/97 | 39  | 63     | 1.1   | 1.1   | /           |     |    | /       |     | .38    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 062.0 SEC | 09:28:29 | 03/21/97 | 40  | 62     | 1.1   | 1.1   | /           |     |    | /       |     | .36    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 062.0 SEC | 09:32:24 | 03/21/97 | 41  | 62     | 1.1   | 1.1   | /           |     |    | /       |     | .38    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 062.0 SEC | 09:33:51 | 03/21/97 | 42  | 62     | 1.1   | 1.1   | /           |     |    | /       |     | .36    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 061.0 SEC | 09:35:31 | 03/21/97 | 43  | 61     | 1.1   | 1.1   | /           |     |    | /       |     | .36    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 008.5 SEC | 09:36:13 | 03/21/97 |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 061.0 SEC | 09:39:25 | 03/21/97 | 44  | 61     | 1.1   | 1.1   | /           |     |    | /       |     | .38    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 061.0 SEC | 09:41:05 | 03/21/97 | 45  | 61     | 1.1   | 1.1   | /           |     |    | /       |     | .38    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 060.0 SEC | 09:42:31 | 03/21/97 | 46  | 60     | 1.1   | 1.1   | /           |     |    | /       |     | .38    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 060.0 SEC | 09:45:35 | 03/21/97 | 47  | 60     | 1.1   | 1.1   | /           |     |    | /       |     | .36    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 060.0 SEC | 09:47:33 | 03/21/97 | 48  | 60     | 1.1   | 1.1   | /           |     |    | /       |     | .38    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 059.0 SEC | 09:48:59 | 03/21/97 | 49  | 59     | 1.0   | 1.0   | /           |     |    | /       |     | .24    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 059.0 SEC | 09:50:23 | 03/21/97 | 50  | 59     | 1.0   | 1.0   | /           |     |    | /       |     | .24    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 059.0 SEC | 09:52:20 | 03/21/97 | 51  | 59     | 1.0   | 1.0   | /           |     |    | /       |     | .24    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 058.0 SEC | 09:53:33 | 03/21/97 | 52  | 58     | 1.0   | 1.0   | /           |     |    | /       |     | .24    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 058.0 SEC | 09:55:25 | 03/21/97 | 53  | 58     | 1.0   | 1.0   | /           |     |    | /       |     | .24    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 058.0 SEC | 09:59:33 | 03/21/97 | 54  | 58     | 1.0   | 1.0   | /           |     |    | /       |     | .24    |     |     |    |  |  | X |
| 013 744 0582   |          |          |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |
| E.T. 005.0 SEC | 10:07:22 | 03/21/97 |     |        |       |       |             |     |    |         |     |        |     |     |    |  |  |   |

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Commissioners:  
JULIA L. JOHNSON, CHAIRMAN  
SUSAN F. CLARK  
J. TERRY DEASON  
JOE GARCIA  
DIANE K. KIESLING



ATTACHMENT C  
DOCUMENT NO. 961519-TI  
DECEMBER 23, 1997

DIRECTOR  
(904) 413-6600

## Public Service Commission

July 10, 1997

Ms. Rachel J. Rothstein, Esq.  
Director, Regulatory Affairs  
Cable & Wireless, Inc.  
8219 Leesburg Pike  
Vienna, VA 22182

Dear Ms. Rothstein, Esq.:

The Florida Public Service Commission evaluated the quality of service from access lines presubscribed to your company during a comprehensive telephone service evaluation in the Quincy Telephone Company exchange areas of Greensboro, Gretna, and Quincy from March 17 through March 28, 1997. In addition to measuring call completions, as part of our evaluation, we generate calls from the central office being evaluated to a Milliwatt Number and a Balanced Termination Number (Quiet Line) in Tallahassee to analyze Insertion Loss, and Metallic and Impulse Noise.

Additionally, a series of test calls is generated to measure the timing of toll calls for billing purposes. These tests require that our calls be precisely timed to ensure that the elapsed times are the same for each carrier's series of calls. To evaluate the accuracy of each network, all test calls are completed between our computerized timing testers. These testers use data signals to record connect time, to measure and record the call duration, and simultaneously disconnect and record the disconnect time. Our procedure accurately measures conversation time. The system clock in each tester is synchronized with the National Bureau of Standards' time. Normally, three calls are completed at each of the following intervals: 183, 182, 181, 180, 179, 178, 123, 122, 121, 120, 119, 118, 63, 62, 61, 60, 59 and 58 seconds.

Bills for these calls are analyzed and compared to the records generated by our testers for origination and duration time to develop our timing accuracy summary. While the accuracy of our tests can be measured in hundredths of a second, we allow the company a tolerance of + or - one second. We then compare the results with your tariff to ascertain that the bill rendered for our calls complies with the billing parameters contained in your tariff. Staff also analyzes the bill to determine if the call was rated correctly and that the proper dollar amounts were billed for the billing units that were generated. Our test results are enclosed for your review.

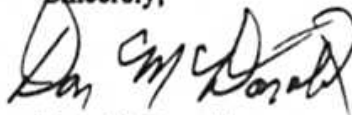
-9-

Ms. Rothstein, Esq.  
Cable & Wireless, Inc.  
Page 2  
July 10, 1997

Where timing, tariff, or rating discrepancies were discovered, copies of our work sheets are enclosed. Specifically, all 54 test calls over your BFB Travel Card service were over-rated. Where rules or standards are not being satisfied, we request that you respond within thirty (30) days from the date of this letter, outlining the corrective actions taken. No response is required for categories meeting the rules or standards.

If you have questions, please contact Phil Trubelhorn at 904/413-6592.

Sincerely,



Don McDonald  
U.S./Comm. Engineer Supervisor  
Bureau of Service Evaluation

Enclosures

c: Alan Taylor  
Phil Trubelhorn  
File: Quincy Tel 1997 IXC Serv Eval

Rate Calculation

ATTACHMENT C  
DOCKET NO. 961519-TI  
DECEMBER 23, 1997

Company: CFW Product: BAB-Trans

Call Type: DDD 1+  Calling Card

Calling Card Surcharge: - Tariff Ref: -

Originating Exchange: QWY (BTJ) Mileage: 218

Terminating Exchange: TAMPA (744)

Timing Increment: 6 Tariff Ref: 10.1

Billing Increment: 30/6 Tariff Ref: 10.1

(30) First Increment (F. INCR) = .165 10.1

(6) Additional Increments (ADD. INCR) = .037 10.1

| Total Minutes | Rate F. INCR | Rate ADD INCR | Total ADD INCR. | Surcharge | Total Cost | Amount Billed |
|---------------|--------------|---------------|-----------------|-----------|------------|---------------|
| Minutes       |              |               |                 |           |            |               |
| 4             |              |               |                 |           |            |               |
| 3             |              |               |                 |           |            |               |
| 2             |              |               |                 |           |            |               |
| 1             |              |               |                 |           |            |               |
| 3.5           |              |               |                 |           |            |               |
| 3             |              |               |                 |           |            |               |
| 2.5           |              |               |                 |           |            |               |
| 2             |              |               |                 |           |            |               |
| 1.5           |              |               |                 |           |            |               |
| 1             |              |               |                 |           |            |               |
| 0.5           |              |               |                 |           |            |               |
| 3.1           | .165         | .037          | .858            |           | 1.023      | 1.06          |
| 3             | .165         | .037          | .825            |           | .99        | 1.03          |
| 2.1           | .165         | .037          | .538            |           | .693       | .72           |
| 2             | .165         | .037          | .495            |           | .66        | .69           |
| 1.1           | .165         | .037          | .198            |           | .267       | .30           |
| 1             | .165         | .037          | .165            |           | .23        | .24           |

Billing Analysis

Billed Correct: 54 Incorrect: 0

|             | Timed | Rated |
|-------------|-------|-------|
| Over        | -     | 54    |
| Under       | -     | -     |
| Correctly   | 54    | -     |
| Total Calls | 54    | 54    |

C:\PHILIT&B SHEET 3/01/97

RATE BILLED IN TARIFF FILING EFF. 5/1/97. CALLS MADE 2/1/97.



ATTACHMENT C  
TIMING, BILLING, & RATING RECORD

DOCKET NO. 961519-TI  
DECEMBER 23, 1997

COMPANY OCY LOCATION OCY DATE 4-197  
 BILLING NUMBER 904/SP-9007 CARRIER OCY and MANAGER SERVICE  
 CALLING CARD NO. 5-33-97 EVALUATOR AT VERIFIED BY ES

INTERLATA  INTRALATA

| SERIAL       | TAPE           | SEC      | TIME     | FPC | TIC | TARIFF | RANGE | RANGE | TIMING ACTY |     |     | BILLING |      | RATING |     |     |
|--------------|----------------|----------|----------|-----|-----|--------|-------|-------|-------------|-----|-----|---------|------|--------|-----|-----|
|              |                |          |          |     |     |        |       |       | COR         | UND | OVR | COR     | INC  | ANT    | COR | UND |
| 013 744 0582 | E.T. 183.0 SEC | 15:07:32 | 03/20/97 | 1   | 183 | 3.1    | 3.1   |       | /           |     | /   |         | 1.06 |        |     | X   |
| 013 744 0582 | E.T. 183.0 SEC | 15:17:41 | 03/20/97 | ✓   | 183 | 3.1    | 3.1   |       | /           |     | /   |         | 1.06 |        |     | X   |
| 013 744 0582 | E.T. 182.0 SEC | 15:21:22 | 03/20/97 | 3   | 182 | 3.1    | 3.1   |       | /           |     | /   |         | 1.06 |        |     | X   |
| 013 744 0582 | E.T. 182.0 SEC | 15:25:03 | 03/20/97 | 4   | 182 | 3.1    | 3.1   |       | /           |     | /   |         | 1.06 |        |     | X   |
| 013 744 0582 | E.T. 182.0 SEC | 15:28:52 | 03/20/97 | 5   | 182 | 3.1    | 3.1   |       | /           |     | /   |         | 1.06 |        |     | X   |
| 013 744 0582 | E.T. 182.0 SEC | 15:36:05 | 03/20/97 | 6   | 182 | 3.1    | 3.1   |       | /           |     | /   |         | 1.06 |        |     | X   |
| 013 744 0582 | E.T. 181.0 SEC | 15:39:48 | 03/20/97 | 7   | 181 | 3.1    | 3.1/2 |       | /           |     | /   |         | 1.06 |        |     | X   |
| 013 744 0582 | E.T. 181.0 SEC | 15:43:22 | 03/20/97 | 8   | 181 | 3.1    | 3.1/2 |       | /           |     | /   |         | 1.06 |        |     | X   |
| 013 744 0582 | E.T. 181.0 SEC | 15:46:54 | 03/20/97 | 9   | 181 | 3.1    | 3.1/2 |       | /           |     | /   |         | 1.06 |        |     | X   |
| 013 744 0582 | E.T. 180.0 SEC | 15:50:25 | 03/20/97 | 10  | 180 | 3.1    | 3.1/2 |       | /           |     | /   |         | 1.06 |        |     | X   |
| 013 744 0582 | E.T. 180.0 SEC | 15:54:08 | 03/20/97 | 11  | 180 | 3.1    | 3.1/2 |       | /           |     | /   |         | 1.06 |        |     | X   |
| 013 744 0582 | E.T. 180.0 SEC | 16:00:14 | 03/20/97 | ✓   | 180 | 3.1    | 3.1/2 |       | /           |     | /   |         | 1.06 |        |     | X   |
| 013 744 0582 | E.T. 179.0 SEC | 16:03:48 | 03/20/97 | 12  | 179 | 3.0    | 3.0   |       | /           |     | /   |         | 1.07 |        |     | X   |
| 013 744 0582 | E.T. 179.0 SEC | 16:07:55 | 03/20/97 | 14  | 179 | 3.0    | 3.0   |       | /           |     | /   |         | 1.07 |        |     | X   |
| 013 744 0582 | E.T. 179.0 SEC | 16:11:27 | 03/20/97 | ✓   | 179 | 3.0    | 3.0   |       | /           |     | /   |         | 1.07 |        |     | X   |
| 013 744 0582 | E.T. 178.0 SEC | 16:14:51 | 03/20/97 | 16  | 178 | 3.0    | 3.0   |       | /           |     | /   |         | 1.07 |        |     | X   |
| 013 744 0582 | E.T. 178.0 SEC | 16:18:25 | 03/20/97 | 17  | 178 | 3.0    | 3.0   |       | /           |     | /   |         | 1.07 |        |     | X   |
| 013 744 0582 | E.T. 178.0 SEC | 16:22:14 | 03/20/97 | 18  | 178 | 3.0    | 3.0   |       | /           |     | /   |         | 1.07 |        |     | X   |
| 013 744 0582 | E.T. 123.0 SEC | 08:24:49 | 03/20/97 | 19  | 123 | 2.1    | 2.1   |       | /           |     | /   |         | .72  |        |     | X   |
| 013 744 0582 | E.T. 123.0 SEC | 08:28:03 | 03/21/97 | 20  | 123 | 2.1    | 2.1   |       | /           |     | /   |         | .72  |        |     | X   |
| 013 744 0582 | E.T. 123.0 SEC | 08:36:30 | 03/21/97 | 21  | 123 | 2.1    | 2.1   |       | /           |     | /   |         | .72  |        |     | X   |
| 013 744 0582 | E.T. 122.0 SEC | 08:41:37 | 03/21/97 | 22  | 122 | 2.1    | 2.1   |       | /           |     | /   |         | .72  |        |     | X   |
| 013 744 0582 | E.T. 122.0 SEC | 08:44:37 | 03/21/97 | 23  | 122 | 2.1    | 2.1   |       | /           |     | /   |         | .72  |        |     | X   |
| 013 744 0582 | E.T. 122.0 SEC | 08:47:08 | 03/21/97 | 24  | 122 | 2.1    | 2.1   |       | /           |     | /   |         | .72  |        |     | X   |
| 013 744 0582 | E.T. 121.0 SEC | 08:49:37 | 03/21/97 | 25  | 121 | 2.1    | 2.1/2 |       | /           |     | /   |         | .72  |        |     | X   |
| 013 744 0582 | E.T. 121.0 SEC | 08:52:08 | 03/21/97 | 26  | 121 | 2.1    | 2.1/2 |       | /           |     | /   |         | .72  |        |     | X   |
| 013 744 0582 | E.T. 121.0 SEC | 08:54:28 | 03/21/97 | 27  | 121 | 2.1    | 2.1/2 |       | /           |     | /   |         | .72  |        |     | X   |
| 013 744 0582 | E.T. 120.0 SEC | 08:57:15 | 03/21/97 | 28  | 120 | 2.1    | 2.1/2 |       | /           |     | /   |         | .72  |        |     | X   |

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COMPANY BCY LOCATION \_\_\_\_\_  
 BILLING NUMBER 904/876 9007 CARRIER \_\_\_\_\_  
 1-800-899-9507  
 CALLING CARD NO. 8799 9717 EVALUATOR AL VERIFIED BY LR  
 DATE 12/1/97  
BFG BANK

| INTERLATA | INTRA LATA | SERIAL DATE    | SEC      | TIME     | FDC | FEC | TARIFF | RANGE | RANGE | TIMING ACTY |     |     | BILLING |     |     | RATING |     |     |   |
|-----------|------------|----------------|----------|----------|-----|-----|--------|-------|-------|-------------|-----|-----|---------|-----|-----|--------|-----|-----|---|
|           |            |                |          |          |     |     |        |       |       | COR         | UND | OVR | COR     | FEC | ANT | COR    | UND | OVR |   |
|           |            |                |          |          |     |     |        |       |       | MIN         | MIN | MIN | MIN     | MIN | MIN | MIN    | MIN |     |   |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 130.0 SEC | 09:00:29 | 02/21/97 | 29  | 120 | 2.1    | 2.5   |       | /           |     |     | /       |     |     | .24    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 130.0 SEC | 09:03:07 | 02/21/97 | 30  | 120 | 2.1    | 2.5   |       | /           |     |     | /       |     |     | .24    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 119.0 SEC | 09:05:42 | 02/21/97 | 31  | 119 | 2.1    | 2.0   |       | /           |     |     | /       |     |     | .69    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 119.0 SEC | 09:08:06 | 02/21/97 | 32  | 119 | 2.1    | 2.0   |       | /           |     |     | /       |     |     | .69    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 119.0 SEC | 09:10:29 | 02/21/97 | 33  | 119 | 2.1    | 2.0   |       | /           |     |     | /       |     |     | .69    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 118.0 SEC | 09:13:00 | 02/21/97 | 34  | 118 | 2.1    | 2.0   |       | /           |     |     | /       |     |     | .69    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 118.0 SEC | 09:15:54 | 02/21/97 | 35  | 118 | 2.1    | 2.0   |       | /           |     |     | /       |     |     | .69    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 118.0 SEC | 09:18:34 | 02/21/97 | 36  | 118 | 2.1    | 2.0   |       | /           |     |     | /       |     |     | .69    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 063.0 SEC | 09:20:00 | 02/21/97 | 37  | 63  | 1.1    | 1.1   |       | /           |     |     | /       |     |     | .38    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 063.0 SEC | 09:22:06 | 02/21/97 | 38  | 63  | 1.1    | 1.1   |       | /           |     |     | /       |     |     | .38    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 063.0 SEC | 09:25:20 | 02/21/97 | 39  | 63  | 1.1    | 1.1   |       | /           |     |     | /       |     |     | .38    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 062.0 SEC | 09:28:29 | 02/21/97 | 40  | 62  | 1.1    | 1.1   |       | /           |     |     | /       |     |     | .38    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 062.0 SEC | 09:32:24 | 02/21/97 | 41  | 62  | 1.1    | 1.1   |       | /           |     |     | /       |     |     | .38    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 062.0 SEC | 09:33:51 | 02/21/97 | 42  | 62  | 1.1    | 1.1   |       | /           |     |     | /       |     |     | .38    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 061.0 SEC | 09:35:31 | 02/21/97 | 43  | 61  | 1.1    | 1.1   |       | /           |     |     | /       |     |     | .38    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 008.5 SEC | 09:36:13 | 02/21/97 |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 061.0 SEC | 09:39:25 | 02/21/97 | 44  | 61  | 1.1    | 1.1   |       | /           |     |     | /       |     |     | .38    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 061.0 SEC | 09:41:05 | 02/21/97 | 45  | 61  | 1.1    | 1.1   |       | /           |     |     | /       |     |     | .38    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 060.0 SEC | 09:42:31 | 02/21/97 | 46  | 60  | 1.1    | 1.1   |       | /           |     |     | /       |     |     | .38    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 060.0 SEC | 09:45:25 | 02/21/97 | 47  | 60  | 1.1    | 1.1   |       | /           |     |     | /       |     |     | .38    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 060.0 SEC | 09:47:23 | 02/21/97 | 48  | 60  | 1.1    | 1.1   |       | /           |     |     | /       |     |     | .38    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 059.0 SEC | 09:48:59 | 02/21/97 | 49  | 59  | 1.0    | 1.0   |       | /           |     |     | /       |     |     | .34    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 059.0 SEC | 09:50:23 | 02/21/97 | 50  | 59  | 1.0    | 1.0   |       | /           |     |     | /       |     |     | .34    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 059.0 SEC | 09:52:28 | 02/21/97 | 51  | 59  | 1.0    | 1.0   |       | /           |     |     | /       |     |     | .34    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 058.0 SEC | 09:53:53 | 02/21/97 | 52  | 58  | 1.0    | 1.0   |       | /           |     |     | /       |     |     | .34    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 058.0 SEC | 09:55:25 | 02/21/97 | 53  | 58  | 1.0    | 1.0   |       | /           |     |     | /       |     |     | .34    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 058.0 SEC | 09:56:23 | 02/21/97 | 54  | 58  | 1.0    | 1.0   |       | /           |     |     | /       |     |     | .34    |     |     | X |
|           |            | 013 744 0502   |          |          |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |
|           |            | E.T. 008.0 SEC | 10:07:22 | 02/21/97 |     |     |        |       |       |             |     |     |         |     |     |        |     |     |   |

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**CABLE & WIRELESS, INC.**

ATTACHMENT D  
DOCUMENT NO. 961519-T1  
DECEMBER 23, 1997

8219 Leesburg Pike  
Vienna  
Virginia 22182

Telephone: (703) 790-5400

August 1, 1997

**VIA FEDERAL EXPRESS**  
(904) 413-6570

Don McDonald  
U.S./Comm. Engineer Supervisor  
Bureau of Service Evaluation  
Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850



Re: Cable & Wireless, Inc.  
Interexchange Service Evaluation

Dear Mr. McDonald:

I am in receipt of your letter of June 10, 1997 regarding the results of the Interexchange Service Evaluation for Cable & Wireless, Inc. ("CWI"). The report showed tariff discrepancies for BFB Travel Card service calls.

The report indicates that 54 test calls over CWI's BFB Travel Card service were over-rated. These inaccuracies in billing per tariff were due to an inadvertent omission of a rate change for BFB Travel card in CWI's Florida tariff. This omission was corrected as soon as it was discovered, on April 30, 1997. The correct rate for BFB Travel was filed immediately and went into effect on May 1, 1997. The majority of Florida customers have Personal Office calling cards, rather than BFB Travel, thus the BFB Travel revenue is relatively low. Specifically, CWI calculated that according to the tariff from March 21 through April 30 CWI's Florida customers billed 185,334.62 intrastate minutes on BFB Travel card. A portion of those minutes, however was billed in states other than Florida by customers who were traveling out of state. At this time the precise portion of Florida intrastate traffic is unavailable. Conservatively assuming, however, that 75% of those calls were in fact Florida intrastate calls, rather than intrastate calls completed in other states, the total overbilled amount would be less than \$2,000.

-14-

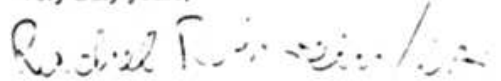


Don McDonald  
August 1, 1997  
Page 2 of 2

Though CWI inadvertently omitted the BFB Travel Card service rate change from its tariff, the customers were properly notified of the rate change prior its going into effect, therefore there was no material harm to any Florida customers.

Please direct all questions and correspondence regarding this matter directly to the undersigned

Very truly yours,



Rachel J. Rothstein, Esq.  
Director, Regulatory Affairs  
(703) 771-1439

cc: Phil Trubelhorn  
Alan Taylor

-15-



**CABLE & WIRELESS, INC.**

Cable & Wireless, Inc.  
8219 Leesburg Pike  
Vienna, Virginia 22182

**FACSIMILE**

**TO:** Mr. Phil Trubellhorn

**FAX NO.:** (850) 413-6593

**VOICE NO.:**

**FROM:** Etta Wolfe  
Regulatory Policy  
Cable & Wireless, Inc.  
(703) 734-4457 (VOICE), (703) 442-8891 (FAX)



**DATE:** August 12, 1997

**NO. OF PAGES:** 3  
(includes cover page)

**RE:** Customer Notification

Phil,  
Attached is a copy of an actual bill insert that was mailed out to one of our Florida Customers. I have blocked out the name and address for confidential purposes. Please call me if you have any questions.

Etta

-16-

**CONFIDENTIALITY NOTE:**

The information contained in this document or the document(s) accompanying this facsimile may contain confidential and/or privileged information and is intended for the use of the individual or entity named on this transmission sheet. Any other use, disclosure or reproduction is prohibited. If you have received this in error, please notify us by telephone immediately so that we can make suitable arrangements for the retrieval of the documents at no cost to you.

If there is a problem with this transmission, please contact sender at the voice number listed or Call at (703) 905-5658.

MIAMI, FL 33168-0000

Dear Valued Customer:

As you know, Cable & Wireless, Inc. has always provided you with the highest quality products and services at the most competitive prices. For example, in the past six months, we have offered the following new products and services:

- new and improved routing options for your toll-free services so you never miss a call
- enhanced, state-of-the-art calling card that offers voice mail, fax mail, and more
- comprehensive paging services, to keep you connected wherever you may be
- additional billing reports to better meet your telecommunications management needs
- local and IntraLATA presubscription services--for true one-stop telecommunications service
- enhancements to our nationwide network backbone--for clear, speedy connections
- new and improved home page on the Internet, so you can get the latest breaking news

And, in the next six months, we have the following exciting products and services scheduled for release:

- cellular service in selected cities
- expanded local and IntraLATA offerings
- dial-up and dedicated Internet products
- Windows-based electronic billing system

Providing quality service, however, sometimes can result in increased rates. To continue to provide you with the high-quality service you know and expect from Cable & Wireless, we will be increasing our rates on December 11 for Business First Basics switched services by 5.07% and Domestic Travel by 4.09%. The rates for several of our enhanced conference calling features--Operator Handled, TollFree Meet Me, Standard Meet Me and International Operator Handled--increased \$0.05 per minute on November 15.

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As always, we thank you for choosing Cable & Wireless as your telecommunications provider. We make it our goal to provide those products and services that meet all your telecommuting needs. If you have any questions or comments, please contact our 24-hour Customer Satisfaction Center at 1-800-486-8686, where our operators will be happy to assist you. Or, send us an e-mail at [customer.satisfaction@cwi.cablew.com](mailto:customer.satisfaction@cwi.cablew.com).

Commissioners:  
JULIA L. JOHNSON, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
DIANE K. KIESLING  
JOE GARCIA



DIVISION OF COMMUNICATIONS  
WALTER D'HAESELEER  
DIRECTOR  
(850) 413-6600

## Public Service Commission

September 3, 1997

### CERTIFIED

Ms. Rachel J. Rothstein, Esq.  
Director, Regulatory Affairs  
Cable & Wireless, Inc.  
8219 Leesburg Pike  
Vienna, VA 22182

Dear Ms. Rothstein, Esq.:

My July 10, 1997, letter reported that Cable & Wireless, Inc. overrated 54 of 54 Calling Card test calls during our March 1997 Interexchange Service Evaluation. Your August 1, 1997, response noted that you had inadvertently failed to file a tariff for the rate increase, an omission corrected by a tariff filing effective May 1, 1997. You reported a total overbilled amount of less than \$2000.00 from March 21 to April 30, 1997. On August 12, Ms. Etta Wolfe of your staff faxed us a bill insert announcing a rate increase effective December 11, 1996. Since a bill insert does not relieve a company for charging only tariffed rates per 25-24.485(1)(I), Florida Administrative Code, we request that you clarify the above dates and provide the following, additional information:

(1) On what date was the \$ .3435 rate first charged to Florida customers? Your tariffs show the \$ .33 rate since September 23, 1995, with no mention of any increase effective December 11, 1996 or March 21, 1997.

(2) The total, intrastate overbilled amount from the above, first-charged date to April 30, 1997 (one day prior to the new tariff's effective date), reporting the total number of billed, intrastate minutes over the period. Do not include interstate minutes, billed by Florida customers while out of Florida. If the intrastate minutes are unavailable as noted in your August 1, 1997, letter, please provide support for any ratio used to estimate the total billed, intrastate minutes.

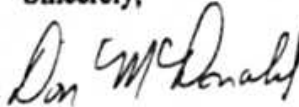
- 19 -

Ms. Rachel J. Rothstein, Esq.  
Page 2  
September 3, 1997

(3) A proposal and timetable to refund item 2's overbilled amount (and interest) to the customers charged the non-tariffed rate.

Please reply by September 20, 1997, per Rule 25-4.043, Florida Administrative Code. If you have questions, please call Phil Trubelhorn at 850/413-6592.

Sincerely,



Don McDonald  
U.S./Comm. Engineer Supervisor  
Bureau of Service Evaluation

DMD:prt

c: Alan Taylor  
Phil Trubelhorn  
File: Quincy Tel 1997 DXC Serv Eval

P 174 241 687

Ms. Rachel J. Rothstein, Esq.  
Director, Regulatory Affairs  
Cable & Wireless, Inc.  
8219 Leesburg Pike  
Vienna, VA 22182 (certified)

|   |    |
|---|----|
| Postage   | \$ |
| Certified Fee   |    |
| Special Delivery Fee                                      |    |
| Restricted Delivery Fee                                   |    |
| Return Receipt Showing to Whom & Date Delivered           |    |
| Return Receipt Showing to Whom Date & Addressee's Address |    |
| TOTAL Postage & Fees                                      | \$ |
| Postmark or Date  |    |

3800, April 1995

**CERTIFIED**

P 174 241 687

**MAIL**

State of Florida  
**Service Commission**

Humard Oak Boulevard  
Sec. Florida 32399-0850

Ms. Rachel J. Rothstein, Esq.  
Director, Regulatory Affairs  
Cable & Wireless, Inc.  
8219 Leesburg Pike  
Vienna, VA 22182 (certified)

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**CABLE & WIRELESS, INC.**

ATTACHMENT G  
DOC NO. 961519-TI  
DEC 23, 1997

6417 LEESBURG PIKE  
VIENNA  
VIRGINIA 22182

Telephone (703) 790-5500

October 1, 1997

**VIA FACSIMILE**

(850) 413-6593

Mr. Phil Trubellhorn  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

**RECEIVED**

**OCT 06 1997**

**CMU**

Re: REB Travel Calling Card Test

Dear Mr. Trubellhorn:

In response to Mr. McDonald's letter, dated September 3, 1997, requesting additional information on the 54 Calling Card test calls, Cable & Wireless, Inc. ("CWI"), has formulated the following information.

- (1) On what date was the \$.3435 rate first charged to Florida customers? Your tariffs show the \$.33 rate since September 23, 1995, with no mention of any increase effective December 11, 1996 or March 21, 1997.

**Florida customers were first charged the \$.3435 rate beginning December 11, 1996.**

- (2) The total, intrastate overbilled amount from the above, first-charged date to April 30, 1997 (one day prior to the new tariff's effective date), reporting the total number of billed, intrastate minutes over the period. Do not include interstate minutes, billed by Florida customers while out of Florida. If the intrastate minutes are unavailable as noted in your August 1, 1997, letter, please provide support for any ratio used to estimate the total billed, intrastate minutes.

**The total actual Florida intrastate minutes for the time period of 12/11/96-4/30/97 is 327,044, resulting in an overcharge of \$4,415.09. Our records identify that there are 541 accounts which had made such calls. This averages out to approximately \$8.16 per account.**





CABLE & WIRELESS INC

Mr. Phil Trubelhorn  
Page 2  
October 1, 1997

- (3) A proposal and timetable to refund item 2's overbilled amount (and interest) to the customers charged the non-tariffed rate.

**CWI is more than willing to issue a credit to its customers totaling \$4,415.09 plus any interest identified by the Commission. Because of the small amount involved, CWI would propose to issue a credit of a flat amount to the 541 customers. Divided evenly, the amount should be \$8.16. CWI would propose to round this up to \$8.50. A credit can be issued within 4-6 weeks of a final Commission decision on the issue. In the even that an affected customer is no longer with CWI, CWI will send a check to the customer at the account's last known address.**

**Because of the small amount involved, CWI believes it would be overly burdensome for CWI to separate each individual amount in lieu of averaging the overage between all customers involved. Such a process would involve numerous administrative hours trying to separate the calls and imputing individual credits into the billing system.**

I sincerely hope that this has answered the questions of the Commission. However, should you require additional information, please contact me at the number referenced below.

Sincerely,

A handwritten signature in cursive script that reads "Rachel J. Rothstein".

Rachel J. Rothstein  
Director of Regulatory Affairs  
(703) 734-4439