

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

April 30, 1998

RECEIVED

APR 30 1998  
10:30  
FPSC - Records/Reporting

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

FROM: DIVISION OF LEGAL SERVICES (BEDELL) *CB mcb*  
DIVISION OF COMMUNICATIONS (LEWIS) *CKL*

RE: DOCKET NO. 980552-TI - PROPOSED REFUND OF OVERCHARGES BY  
OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.

AGENDA: 05-12-98 - AGENDA - PAA - INTERESTED PERSONS MAY  
PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: S:\PSC\CMU\WP\ 980552TI.RCM

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CASE BACKGROUND

On January 13, 1997, staff notified One Call Communications, Inc. (One Call) that it had been selected as one of the Inter-Exchange Companies (IXCs) to be evaluated as part of the Commission's normal service quality evaluation. Staff also notified One Call it must provide certain billing information as part of the evaluation. (Attachment 1, pages 4 through 6). Staff conducted toll timing and billing tests on January 22nd and January 30th, 1997.

Staff reviewed the results of the testing and discovered an overtiming problem in One Call's billing. On September 3, 1997 staff issued the Interexchange Service Evaluation Report and requested an outline of corrective action taken to resolve the overtiming problem discovered during the evaluation (Attachment 2, pages 7 through 22). One Call responded on September 22, 1997, explaining the corrective action made to its billing system (Attachment 3, page 23).

On November 21, 1997, staff requested further information concerning the overcharges (Attachment 4, page 24 through 25). On December 15, 1997, One Call requested an extension until January, 1998, to answer staff's questions (Attachment 5, page 26). One Call

DOCUMENT NUMBER-DATE

04848 APR 30 88

FPSC-RECORDS/REPORTING

DOCKET NO. 980552-TI  
DATE: April 30, 1998

did not respond in January and staff again requested a response on March 3, 1998 (Attachment 6, page 27 through 28).

Thereafter, One Call requested and attended a meeting with staff on March 11, 1998 to discuss One Call's timing and billing practices. On March 23, 1998 One Call outlined its plan to refund the excess revenues gained by the inadvertent overtiming (Attachment 7, page 29 through 31). One Call estimates that \$7,500 is the amount to be refunded. One Call wishes to refund the revenue by a rate reduction for its consumers for a period of six months or until the \$7,500 is refunded.

#### DISCUSSION OF ISSUES

ISSUE 1: Should the Commission approve One Call Communications proposal to refund \$7,500 in overcharges through a prospective rate reduction lasting approximately six months?

RECOMMENDATION: Yes. The Commission should approve One Call Communications' proposal to refund the \$7,500 by the rate reduction method for a period of six months or until the \$7,500 is refunded. (Lewis)

STAFF ANALYSIS: In reviewing the bills from the evaluation, staff determined that One Call was overtiming fifty five (55) percent of our test calls, which are purposely focused on the beginning and ending of billing increments, due to its rounding methodology. One Call had made the adjustment after a previous evaluation revealed that calls were being under timed. One Call has taken corrective measures to prevent this problem from occurring in the future.

Since One Call's primary customer base is pay phone consumers, it is highly unlikely that One Call would be able to make direct reimbursement to these customers. One Call can only identify the destination of the calls but not the identity of the caller. Therefore, One Call suggested and staff agrees that the rate reduction method is sufficient to make Florida consumers as a group, whole. Staff notes that One Call has been attentive in addressing the Commission's concerns on this matter and in the past. Therefore, staff is not recommending a show cause proceeding at this time. (Lewis)

ISSUE 2: Should this docket be closed?

RECOMMENDATION: No. This docket should remain open pending resolution of the refund process. One Call should prepare a report to the Commission every thirty days until the rebate is complete.

DOCKET NO. 980552-TI  
DATE: April 30, 1998

If, however, One Call Communications fails to refund the additional revenue, staff will recommend that the Commission issue an order to Show Cause why One Call should not be fined for overcharging Florida consumers. (Bedell)

STAFF ANALYSIS: If the Commission approves staff's recommendation in Issue 1, One Call will have 180 days from the issuance of the Commission's order to provide documentation of the refund. If, however, One Call Communications fails to refund the additional revenue, staff will recommend that the Commission issue an order to Show Cause why One Call should not be fined for overcharging Florida consumers. This docket, accordingly, should remain open pending resolution of the refund process. (Bedell)

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



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

## Public Service Commission

January 13, 1997

RECEIVED  
 TAMPA DISTRICT

JAN 31 1997

FLORIDA PUBLIC SERVICE  
 COMMISSION

Ms. Deborah Barrett  
 Opticom, a Division of One Call Communications, Inc.  
 801 Congressional Blvd., Suite 100  
 Carmel, IN 46032

Dear Ms. Barrett:

Staff from the Bureau of Service Evaluation are scheduled to evaluate your company in the following exchanges: (Tampa exchange). The central offices and numbers that are presubscribed to your company are shown on the enclosed attachment. This evaluation will be conducted during the period of (1-20-97 thru 2-14-97) pursuant to Chapter 25-21.26, 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.

Since we test both 1+ and 0+ billing, please provide a calling card and PIN number for the 0+ calls. Regular bills for our test calls should be sent to:

The Florida Public Service Commission  
 Division of Communications  
 9950 Princess Palm Avenue  
 Suite 310  
 Tampa, Florida 33619-8370  
 ATTN: Chet Wade

Page 4

Ms. Barrett  
Page 2  
January 13, 1997

The Florida Public Service Commission account should be established the same as your regular customers. 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.

**Please respond with the tariff section(s) and paragraphs that you will use to bill our test calls.**

Should you have any questions, please feel free to contact Chet Wade (813) 744-6636 or me at (904) 413-6570.

Sincerely,



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

c: Alan Taylor  
Chet Wade

Attachment to One Call Communications DBA Opticom letter

Test number for central office PIC'd to One Call Communications DBA Opticom

Pinecrest

813-737-1863

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



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

## Public Service Commission

September 3, 1997

Ms. Deborah Barrett  
Vice President, Regulatory  
Opticom, a Division of One Call Communications, Inc.  
801 Congressional Boulevard, Suite 100  
Carmel, Indiana 46032

Dear Ms. Barrett:

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 GTE Plant City exchange from January 21 thru February 17, 1997. In addition to measuring call completions, a series of test calls were 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 were 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.

Page 7

Where timing, tariff, or rating discrepancies were discovered, copies of our work sheets

Ms. Barrett  
September 3, 1997  
Page 2

are enclosed. 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. Our test results show a timing accuracy problem with both the 0+ and 1+ services.

Should you have any questions please feel free to contact Clayton Lewis at (850) 413-6578 or FAX (850) 413-6579.

Sincerely,



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

Enclosures

cc: Alan Taylor  
Clayton Lewis  
File: GTE/DXC Eval-97



Rate CalculationCompany: ONE CALL - OPTICEMProduct: ALTERNATIVECall Type:  DDD 1+  Calling Card

Calling Card Surcharge: \_\_\_\_\_

Tariff Ref: \_\_\_\_\_

Originating Exchange: Plant CityTerminating Exchange: TallahasseeMileage: 211Timing Increment: 6 SECTariff Ref: 4.15

Billing Increments:

Tariff Ref: 35.13First Increment (F.INCR) = 18 SEC - .0465Additional Increments (ADD.INCR) = 6 SEC - .0155

Tot Mins.	Rate F.INCR	Rate ADD.INCR	Tot ADD.INCR	Base Cost	Tot Cost	Am. Billed
<del>3.2</del>	.0465	.0155	29X.0155	.496	.50	.50
3.1	.0465	.0155	28X.0155	.4805	.49	.49
<del>2.2</del>	.0465	.0155	19X.0155	.341	.34	.34
2.1	.0465	.0155	18X.0155	.3255	.33	.33
<del>1.2</del>	.0465	.0155	9X.0155	.186	.19	.19
1.1	.0465	.0155	8X.0155	.1705	.18	.18
1	.0465	.0155	7X.0155	.155	.16	—

Billing Analysis

	Timed	Billed	Rated
Over	39		
Under			
Correctly	15	54	54
Total Calls	54	54	54

ONE CALL COMMUNICATIONS, INC.  
d/b/a OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.

TENTH REVISED SHEET 28.2  
CANCELS NINTH REVISED SHEET 28.2

SECTION 3 - DESCRIPTION OF SERVICE

3.5 Service Offerings (Continued)

- 3.5.10 Rate One is a service whereby subscribers originate calls in areas with Equal Access capabilities serviced by Company by dialing to Company's switch through Equal Access dialing procedures: 1+ Dialing/FGD (10XXX). There is no installation fee or monthly charge for the Rate One service. Calls are billed in one (1) minute increments with a one (1) minute minimum.
- 3.5.11 Tier One is a basic MTS service for customers whose monthly long distance usage exceeds \$1000. There is no installation or monthly charge for Tier One service. Calls are billed in eighteen (18) second increments with a thirty (30) second minimum.
- 3.5.12 FPTA is a 1+ service for aggregator locations who choose Company as their operator services provider. There is no installation or monthly fee for FPTA service. Calls are billed in eighteen (18) second increments with a thirty (30) second minimum.
- 3.5.13 Alternative is a basic MTS service designed for business customers. There is no installation fee or monthly charge for Alternative. Calls are billed in six (6) second increments with an eighteen (18) second minimum.
- 3.5.14 Hospitality is a basic MTS service designed for hospitality customers, such as hotels/motels and condominiums, whose average monthly long distance usage exceeds \$3500. There is no installation fee or monthly charge for Hospitality service. Calls are billed in six (6) second increments with a thirty (30) second minimum.
- 3.5.15 Alliance is a service whereby residential subscribers originate calls in areas with Equal Access capabilities serviced by Company by dialing to Company's switch through Equal Access dialing procedures: 1+ Dialing/FGD (10XXX). There is no installation fee or monthly charge for Alliance. Calls are billed in six (6) second increments with a thirty (30) second minimum.

ISSUED:

EFFECTIVE: JUL 23 1996

BY: Deborah Barrett, Vice President  
One Call Communications, Inc.  
801 Congressional Blvd.  
Carmel, Indiana 46032

ONE CALL COMMUNICATIONS, INC.  
 d/b/a OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.

SIXTH REVISED SHEET 40.1  
 CANCELS FIFTH REVISED SHEET 40.1

SECTION 4-RATES

4.14 FPTA

	<u>Day</u>	<u>Evening</u>	<u>Night</u>
\$	.1200	.1200	.1200

4.15 Alternative

The following per minute rates apply:

	<u>DAY</u>	<u>EVENING</u>	<u>NIGHT</u>
\$	.1550	.1550	.1550

ISSUED:

EFFECTIVE: MAR 20 1995

BY: Deborah Barrett, Vice President  
 One Call Communications, Inc.  
 801 Congressional Blvd.  
 Carmel, Indiana 46032

Page 11



TIMING, BILLING, & RATING RECONCILIATION

COMPANY GTE FLORIDA LOCATION PINECAST DATE 1-30-97

BILLING NUMBER 813-787-7863 CARRIER ONE-CALL (OPTION) SERVICE 1+

CALLING CARD NO. \_\_\_\_\_ EVALUATOR CHET WADE VERIFIED BY C. Lewis

INTELLATA  INTRALATA

TELSEL TAPE	PSC TIME SEC	TARIFF RANGE MIN	TARIFF RANGE MIN	TARIFF RANGE MIN	TIMING ACCT			BILLING		RATING		
					COR	UND	OVR	COR	INC	ANT	COR	UND
1	1 904 488 2299 E.T. 183.0 SEC 16:19:51 01/30/97	183	3.2	3.1			X	✓	.50	✓		
2	1 904 488 2299 E.T. 183.0 SEC 16:19:16 01/30/97	183	3.2	3.1			X	✓	.50	✓		
3	1 904 488 2299 E.T. 183.0 SEC 16:22:45 01/30/97	183	3.2	3.1			X	✓	.50	✓		
4	1 904 488 2299 E.T. 182.0 SEC 16:25:00 01/30/97	182	3.2	3.1			X	✓	.50	✓		
5	1 904 488 2299 E.T. 182.0 SEC 16:29:32 01/30/97	182	3.2	3.1			X	✓	.50	✓		
6	1 904 488 2299 E.T. 182.0 SEC 16:33:02 01/30/97	182	3.2	3.1			X	✓	.50	✓		
7	1 904 488 2299 E.T. 181.0 SEC 16:26:43 01/30/97	181	3.2	3.1/3.0			X	✓	.53	✓		
8	1 904 488 2299 E.T. 181.0 SEC 16:40:13 01/30/97	181	3.1	3.1/3.0	✓			✓	.49	✓		
9	1 904 488 2299 E.T. 181.0 SEC 16:43:43 01/30/97	181	3.1	3.1/3.0	✓			✓	.49	✓		
10	1 904 488 2299 E.T. 180.0 SEC 16:47:06 01/30/97	180	3.2	3.1/3.0			X	✓	.50	✓		
11	1 904 488 2299 E.T. 180.0 SEC 16:50:36 01/30/97	180	3.1	3.1/3.0	✓			✓	.49	✓		
12	1 904 488 2299 E.T. 180.0 SEC 16:54:18 01/30/97	180	3.1	3.1/3.0	✓			✓	.49	✓		
13	1 904 488 2299 E.T. 179.0 SEC 16:57:47 01/30/97	179	3.1	3.0			X	✓	.50	✓		
14	1 904 488 2299 E.T. 179.0 SEC 17:01:11 01/30/97	179	3.1	3.0			X	✓	.50	✓		
15	1 904 488 2299 E.T. 179.0 SEC 17:04:34 01/30/97	179	3.1	3.0			X	✓	.50	✓		
16	1 904 488 2299 E.T. 178.0 SEC 17:08:10 01/30/97	178	3.1	3.0			X	✓	.50	✓		
17	1 904 488 2299 E.T. 178.0 SEC 17:11:34 01/30/97	178	3.1	3.0			X	✓	.50	✓		
18	1 904 488 2299 E.T. 178.0 SEC 17:14:57 01/30/97	178	3.1	3.0			X	✓	.50	✓		
19	1 904 488 2299 E.T. 123.0 SEC 17:17:27 01/30/97	123	2.2	2.1			X	✓	.35	✓		
20	1 904 488 2299 E.T. 123.0 SEC 17:19:57 01/30/97	123	2.2	2.1			X	✓	.35	✓		
21	1 904 488 2299 E.T. 123.0 SEC 17:22:33 01/30/97	123	2.2	2.1			X	✓	.35	✓		
22	1 904 488 2299 E.T. 122.0 SEC 17:25:14 01/30/97	122	2.2	2.1			X	✓	.35	✓		
23	1 904 488 2299 E.T. 122.0 SEC 17:27:44 01/30/97	122	2.2	2.1			X	✓	.35	✓		
24	1 904 488 2299 E.T. 122.0 SEC 17:30:00 01/30/97	122	2.2	2.1			X	✓	.35	✓		
25	1 904 488 2299 E.T. 121.0 SEC 17:32:42 01/30/97	121	2.2	2.1/2.0			X	✓	.35	✓		
26	1 904 488 2299 E.T. 121.0 SEC 17:35:07 01/30/97	121	2.1	2.1/2.0	✓			✓	.33	✓		
27	1 904 488 2299 E.T. 121.0 SEC 17:37:37 01/30/97	121	2.1	2.1/2.0	✓			✓	.33	✓		
28	1 904 488 2299 E.T. 120.0 SEC 17:40:12 01/30/97	120	2.1	2.1/2.0	✓			✓	.33	✓		
29	1 904 488 2299 E.T. 120.0 SEC 17:42:35 01/30/97	120	2.1	2.1/2.0	✓			✓	.33	✓		
30	1 904 488 2299 E.T. 120.0 SEC 17:45:17 01/30/97	120	2.1	2.1/2.0	✓			✓	.33	✓		

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TIMING, BILLING, & RATING RECONCILIATION

COMPANY STE FLORIDA LOCATION PINECREST DATE 1-30-97  
 BILLING NUMBER 815-7371863 CARRIER ONECALL(OPTION) SERVICE 1+  
 CALLING CARD NO. \_\_\_\_\_ EVALUATOR CHET WARD VERIFIED BY C. J. Lewis

INTERLATA  INTRALATA

TEL#	TAP#	NO	TIME	SEC	DATE	PBC TIME SEC	TARIFF RANGE MIN	RNG RANGE MIN	TMRNG ACCT	BILLING			RATING			
										COR	UND	OV	COR	UND	OV	
31			17:46:00	01/30/97												
			17:46:16	01/30/97												
			17:48:34	01/30/97	119	2.1	2.0		X	✓		.50	✓			
32			17:50:30	01/30/97	119	2.1	2.0		X	✓		.50	✓			
			17:51:00	01/30/97												
33			17:54:16	01/30/97	119	2.1	2.0		X	✓		.50	✓			
			17:56:48	01/30/97	118	2.1	2.0		X	✓		.50	✓			
34			17:57:27	01/30/97												
			17:59:51	01/30/97	118	2.1	2.0		X	✓		.50	✓			
35			18:02:27	01/30/97	118	2.1	2.0		X	✓		.50	✓			
			18:03:09	01/30/97												
36			18:04:30	01/30/97	63	1.2	1.1		X	✓		.19	✓			
			18:06:00	01/30/97	63	1.2	1.1		X	✓		.19	✓			
			18:06:30	01/30/97												
37			18:08:14	01/30/97	63	1.2	1.1		X	✓		.19	✓			
			18:09:43	01/30/97	60	1.2	1.1		X	✓		.19	✓			
40			18:11:13	01/30/97	69	1.1	1.1	✓		✓		.18	✓			
41			18:12:43	01/30/97	62	1.2	1.1		X	✓		.19	✓			
42			18:14:06	01/30/97	61	1.2	1.1		X	✓		.19	✓			
43			18:15:30	01/30/97	61	1.1	1.1	✓		✓		.18	✓			
			18:16:00	01/30/97												
44			18:18:30	01/30/97	61	1.1	1.1	✓		✓		.18	✓			
45			18:19:29	01/30/97	60	1.1	1.1	✓		✓		.18	✓			
46			18:21:29	01/30/97	60	1.1	1.1	✓		✓		.18	✓			
47			18:22:53	01/30/97	60	1.1	1.1	✓		✓		.18	✓			
48			18:24:16	01/30/97	59	1.1	1.0		X	✓		.18	✓			
			18:24:30	01/30/97												
49			18:26:30	01/30/97	59	1.1	1.0		X	✓		.18	✓			
50			18:27:32	01/30/97	59	1.1	1.0		X	✓		.18	✓			
51			18:29:27	01/30/97	58	1.1	1.0		X	✓		.18	✓			
52			18:30:51	01/30/97	58	1.1	1.0		X	✓		.18	✓			

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TIMING, BILLING, & RATING RECONCILIATION

COMPANY GTE FLORIDA LOCATION PINECREST DATE 1-30-97  
 BILLING NUMBER 813-737-1863 CARRIER ONECALL (OPTICOM) SERVICE 1+  
 CALLING CARD NO. \_\_\_\_\_ EVALUATOR CHERWARDG VERIFIED BY \_\_\_\_\_

INTEGRALATA  INTRALATA

TRISOL TAPE	PGC TIME SEC	TIC BILL MIN	TARIFF RANGE MIN	TIC RANGE MIN	TIMING ACCT			BILLING		RATING		
					COR	UND	OVR	COR	TIC	ANT	COR	UND
54 1 904 400 2299 E.T. 030.0 SEC 18:22:15 01/30/97	58	1.1	1.0					X	✓	.18	✓	
1 904 400 2299 E.T. 000.0 SEC 18:22:49 01/30/97												
1 904 400 2299 E.T. 000.0 SEC 18:23:25 01/30/97												
1 904 400 2299 E.T. 000.0 SEC 18:34:01 01/30/97												
NO ANSWER 18:34:43 01/30/97												
1 904 400 2299 E.T. 007.0 SEC 18:25:29 01/30/97												
1 904 400 2299 E.T. 007.0 SEC 18:26:00 01/30/97												
1 904 400 2299 NO ANSWER 18:26:42 01/30/97												
1 904 400 2299 E.T. 007.0 SEC 18:37:11 01/30/97												
1 904 400 2299 E.T. 006.0 SEC 18:37:41 01/30/97												
1 904 400 2299 NO ANSWER 18:38:23 01/30/97												
1 904 400 2299 E.T. 006.0 SEC 18:39:11 01/30/97												
1 904 400 2299 E.T. 006.0 SEC 18:39:41 01/30/97												
1 904 400 2299 E.T. 003.0 SEC 18:40:16 01/30/97												
1 904 400 2299 E.T. 003.0 SEC 18:40:46 01/30/97												
1 904 400 2299 E.T. 003.0 SEC 18:41:16 01/30/97												
1 904 400 2299 E.T. 004.0 SEC 18:41:44 01/30/97												
1 904 400 2299 E.T. 004.0 SEC 18:42:13 01/30/97												
1 904 400 2299 E.T. 004.0 SEC 18:42:57 01/30/97												
1 904 400 2299 E.T. 003.0 SEC 18:43:26 01/30/97												
1 904 400 2299 E.T. 003.0 SEC 18:43:56 01/30/97												
1 904 400 2299 E.T. 003.0 SEC 18:44:26 01/30/97												

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Rate CalculationCompany: ONECALL COMM (OPTCOM) Product: TRAVEL SERVICECall Type: DDD 1+  Calling CardCalling Card Surcharge: .50Tariff Ref: 4.4.1Originating Exchange: Plant CityTerminating Exchange: TALLAHASSEEMileage: 211Timing Increment: 1SECTariff Ref: 4.4.1 A-35

Billing Increments:

Tariff Ref: 3.5.3First Increment (F.INCR) = 1MIN-.25Additional Increments (ADD.INCR) = 6SEC.025

Tot Mins.	Rate F.INCR	Rate ADD.INCR	Tot ADD.INCR	Base Cost	Tot Cost	Amt. Billed
<del>4</del> 3.2	.25	.025	22 X .025	1.30	1.30	1.30
3.1	.25	.025	21 X .025	1.275	1.28	1.28
3	.25	.175	20 X .025	1.25	1.25	1.25
2.1	.25	.175	11 X .025	1.025	1.03	1.03
2	.25	.025	10 X .025	1.00	1.00	1.00
1.1	.25	.025	.025	.775	.78	.78
1	.25	—	—	.25	.75	.75
1.2	.25	.025	2 X .025	.80	.80	.80

Billing Analysis

	Timed	Billed	Rated
Over	29	—	—
Under	—	—	—
Correctly	25	54	54
Total Calls	54	54	54



ONE CALL COMMUNICATIONS, INC.  
d/b/a OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.

FIFTEENTH REVISED SHEET 28.1  
CANCELS FOURTEENTH REVISED SHEET 28.1

SECTION 3 - DESCRIPTION OF SERVICE

3.5 Service Offerings (Continued)

3.5.3 Travel Service allows customers to place long distance calls from locations other than their presubscribed telephone. Access to One Call's Network is gained by dialing an 800/888 number. Two offerings exist under Travel Service: Travel America and Protocol Ambassador. Calls are billed in six (6) second increments with a one (1) minute minimum. Cards are issued at no charge to the subscriber.

3.5.4 800 Alternative is a product whereby business subscribers receive incoming calls using switched access. There is a \$5.00 monthly minimum for 800 Alternative. Calls are billed in six (6) second increments with a thirty (30) second minimum.

3.5.5 National 800 is product whereby business subscribers receive incoming calls using switched access. There is a \$5.00 monthly minimum for National 800. Calls are billed in six (6) second increments with a thirty (30) second minimum.

3.5.6 Home Link 800 is a product whereby residential subscribers receive incoming calls using switched access. There is a \$5.00 monthly minimum for Home Link 800. Calls are billed in six (6) second increments with a thirty (30) second minimum.

3.5.7 Hospitality 800 is an inbound 800/888 service designed for hospitality customers, such as hotel/motels and condominiums. There is a \$5.00 monthly minimum for Hospitality 800. Calls are billed in six (6) second increments with a thirty (30) second minimum.

3.5.8 Ultra 800 is an inbound 800/888 service designed for business subscribers. There is a monthly minimum billing of \$5.00. Calls are billed in six (6) second increments with a thirty (30) second minimum.

3.5.9 Target 800 is an inbound 800/888 service designed for hospitality customers, such as hotels/motels and condominiums. There is a \$5.00 monthly minimum for Target 800. Calls are billed in six (6) second increments with an eighteen (18) second minimum.

ISSUED:

EFFECTIVE: JUL 23 1996

BY: Deborah Barrett, Vice President  
One Call Communications, Inc.  
801 Congressional Blvd.  
Carmel, Indiana 46032

ONE CALL COMMUNICATIONS, INC.  
d/b/a OPTICOM, A DIVISION OF ONE CALL COMMUNICATIONS, INC.

SEVENTH REVISED SHEET 35  
CANCELS SIXTH REVISED SHEET 35

SECTION 4-RATES

4.4 Travel Service

4.4.1	<u>Travel America</u>	
	Day	\$ .2500
	Evening	\$ .2100
	Night	\$ .1800

Operator surcharge: \$ 0.50 per call

4.4.2	<u>Protocall Ambassador</u>	
	Day	\$ .3500
	Evening	\$ .3500
	Night	\$ .3500

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|  
N

ISSUED:

EFFECTIVE: MAY 27 1995

BY: Deborah Barrett, Vice President  
One Call Communications, Inc.  
801 Congressional Blvd.  
Carmel, Indiana 46032





TIMING, BILLING, & RATING RECONCILIATION

COMPANY GTE FLORIDA LOCATION PINECREST DATE 1-22-97  
 BILLING NUMBER 813-737-1863 CARRIER OPTICOM ONE CALL SERVICE OT  
 CALLING CARD NO. 7046630 EVALUATOR CHET WATTS VERIFIED BY C. Lewis

INTERLATA  INTRALATA

TELCO TAPE	PSC TIME SEC	REG BILL MIN	TARIFF RANGE MIN	REG RANGE MIN	TIMING ACTY			BILLING		RATING				
					COR	UND	OVR	COR	REG	AMT	COR	UND	OVR	
1	904 480 2299	E.T. 182.0 SEC	11:47:02	01/22/97	183	32	3.1			X	✓	1.30	✓	
2	904 480 2299	E.T. 182.0 SEC	11:51:28	01/22/97	183	32	3.1			X	✓	1.30	✓	
3	904 480 2299	E.T. 182.0 SEC	11:53:32	01/22/97	183	31	3.1	✓			✓	1.28	✓	
4	904 480 2299	E.T. 182.0 SEC	12:14:07	01/22/97	182	32	3.1			X	✓	1.30	✓	
5	904 480 2299	E.T. 182.0 SEC	12:18:27	01/22/97	182	32	3.1			X	✓	1.30	✓	
6	904 480 2299	E.T. 182.0 SEC	12:23:20	01/22/97	182	32	3.1			X	✓	1.30	✓	
7	904 480 2299	E.T. 181.0 SEC	12:31:48	01/22/97	181	31	3.1/3.0	✓			✓	1.27	✓	
8	904 480 2299	E.T. 181.0 SEC	12:35:34	01/22/97	181	31	3.1/3.0	✓			✓	1.28	✓	
9	904 480 2299	E.T. 181.0 SEC	12:40:20	01/22/97	181	31	3.1/3.0	✓			✓	1.27	✓	
10	904 480 2299	E.T. 180.0 SEC	12:44:28	01/22/97	180	31	3.1/3.0	✓			✓	1.27	✓	
11	904 480 2299	E.T. 180.0 SEC	12:48:44	01/22/97	180	32	3.1/3.0			X	✓	1.30	✓	
12	904 480 2299	E.T. 180.0 SEC	12:53:28	01/22/97	180	31	3.1/3.0	✓			✓	1.29	✓	
13	904 480 2299	E.T. 179.0 SEC	12:57:25	01/22/97	179	31	3.0			X	✓	1.28	✓	
14	904 480 2299	E.T. 179.0 SEC	13:02:16	01/22/97	179	31	3.0			X	✓	1.28	✓	
15	904 480 2299	E.T. 179.0 SEC	13:11:40	01/22/97	179	31	3.0			X	✓	1.28	✓	
16	904 480 2299	E.T. 178.0 SEC	13:15:27	01/22/97	178	31	3.0			X	✓	1.28	✓	
17	904 480 2299	E.T. 178.0 SEC	13:19:48	01/22/97	178	31	3.0			X	✓	1.28	✓	
18	904 480 2299	E.T. 178.0 SEC	13:23:27	01/22/97	178	30	3.0	✓			✓	1.25	✓	
19	904 480 2299	E.T. 122.0 SEC	13:25:14	01/22/97	123	22	2.1			X	✓	1.35	✓	
20	904 480 2299	E.T. 122.0 SEC	13:29:27	01/22/97	123	21	2.1	✓			✓	1.30	✓	
21	904 480 2299	E.T. 004.1 SEC	13:32:22	01/22/97										
22	904 480 2299	E.T. 122.0 SEC	13:35:38	01/22/97	123	21	2.1	✓			✓	1.33	✓	
23	904 480 2299	E.T. 122.0 SEC	13:39:48	01/22/97	122	21	2.1	✓			✓	1.35	✓	
24	904 480 2299	E.T. 122.0 SEC	13:42:35	01/22/97	122	22	2.1			X	✓	1.38	✓	
25	904 480 2299	E.T. 122.0 SEC	13:46:28	01/22/97	122	21	2.1	✓			✓	1.35	✓	
26	904 480 2299	E.T. 121.0 SEC	13:49:47	01/22/97	121	22	2.1/2.0			X	✓	1.38	✓	
27	904 480 2299	E.T. 121.0 SEC	13:51:44	01/22/97	121	21	2.1/2.0	✓			✓	1.35	✓	
28	904 480 2299	E.T. 121.0 SEC	14:02:11	01/22/97	121	21	2.1/2.0	✓			✓	1.35	✓	
29	904 480 2299	E.T. 120.0 SEC	14:05:10	01/22/97	120	21	2.1/2.0	✓			✓	1.35	✓	

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TIMING, BILLING, & RATING RECONCILIATION

COMPANY GTE FLORIDA LOCATION PINECREST DATE 1-22-97  
 BILLING NUMBER 813737-1863 CARRIER OPTICOM SERVICE OT  
 CALLING CARD NO. 7046630 EVALUATOR CHET WADE VERIFIED BY \_\_\_\_\_

INTELATA  INTRALATA

	TELEPHONE TAP			PSC TIME SEC	REG BILL MIN	TARIFF RANGE MIN	REG RANGE MIN	TIMING ACCT			BILLING			RATING		
	E.T.	SEC	DATE					COR	UND	OVR	COR	INC	AMT	COR	UND	QTY
29	904 488 2299	14:08:28	01/22/97	120	2.1	2 1/2.0		✓			✓	1.03	✓			
30	904 488 2299	14:11:16	01/22/97	120	2.1	2 1/2.0		✓			✓	1.35	✓			
31	904 488 2299	14:14:03	01/22/97	119	2.1	2.0				X	✓	1.03	✓			
32	904 488 2299	14:16:31	01/22/97	119	2.1	2.0				X	✓	1.00	✓			
33	904 488 2299	14:22:29	01/22/97	119	2.0	2.0		✓			✓	1.00	✓			
34	904 488 2299	14:25:26	01/22/97	118	2.1	2.0				X	✓	1.03	✓			
35	904 488 2299	14:28:32	01/22/97	118	2.1	2.0				X	✓	1.03	✓			
36	904 488 2299	14:28:49	01/22/97	118	2.1	2.0				X	✓	1.00	✓			
37	904 488 2299	14:28:35	01/22/97	63	1.1	1.1		✓			✓	1.78	✓			
38	904 488 2299	14:47:24	01/22/97	63	1.2	1.1				X	✓	.83	✓			
39	904 488 2299	14:49:19	01/22/97	63	1.2	1.1				X	✓	.83	✓			
	904 488 2299	14:34:24	01/22/97													
	904 488 2299	14:35:13	01/22/97													
40	904 488 2299	14:37:12	01/22/97	62	1.2	1.1				X	✓	.83	✓			
	904 488 2299	14:38:11	01/22/97													
41	904 488 2299	14:39:28	01/22/97	62	1.2	1.1				X	✓	.80	✓			
42	904 488 2299	13:01:42	01/22/97	62	1.1	1.1		✓			✓	.78	✓			
43	904 488 2299	13:03:32	01/22/97	61	1.2	1 1/2.0				X	✓	.80	✓			
44	904 488 2299	13:03:00	01/22/97	61	1.1	1 1/2.0		✓			✓	.78	✓			
45	904 488 2299	13:11:32	01/22/97	61	1.2	1 1/2.0				X	✓	.70	✓			
46	904 488 2299	13:13:39	01/22/97	60	1.1	1 1/2.0		✓			✓	.78	✓			
47	904 488 2299	13:16:09	01/22/97	60	1.1	1 1/2.0		✓			✓	.78	✓			
	904 488 2299	13:24:28	01/22/97													
48	904 488 2299	13:25:27	01/22/97	60	1.0	1 1/2.0		✓			✓	.75	✓			
49	904 488 2299	13:28:30	01/22/97	59	1.1	1.0				X	✓	.78	✓			
50	904 488 2299	13:30:00	01/22/97	59	1.1	1.0				X	✓	.78	✓			
51	904 488 2299	13:32:14	01/22/97	59	1.1	1.0				X	✓	.78	✓			
52	904 488 2299	13:34:01	01/22/97	58	1.1	1.0				X	✓	.78	✓			
53	904 488 2299	13:35:30	01/22/97	59	1.0	1.0		✓			✓	.75	✓			
54	904 488 2299	13:41:12	01/22/97	59	1.0	1.0		✓			✓	.75	✓			
Q: VCS	904 488 2299	13:43:32	01/22/97													
	904 488 2299	13:44:33	01/22/97													



**ONE CALL**  
COMMUNICATIONS, INC.

September 22, 1997

Don McDonald  
Bureau of Service Evaluation  
Florida Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

CNU

SEP 25 1997

RECEIVED

Dear Mr. McDonald:

This letter is in response to the comprehensive telephone service evaluation conducted on lines presubscribed to One Call Communications, Inc. (One Call) in the GTE Plant City exchange during the period of January 21 through February 17, 1997.

The test results indicated that One Call overtimed some of the calls. After investigating the situation, One Call has determined that the discrepancies occurred because of the way it "rounds" the timing of its calls. For example, take a look at a call which starts at 15:45:08, is answered at 15:45:18 and ends at 15:47:20. From start to answer is 10 seconds. From start to end is 132 seconds. To figure billed minutes, subtract start to answer time from start to end time, which gives you 122 seconds, or 2 minutes and 2 seconds.

At the time of the evaluation, One Call's billing system was rounding start to end time up to the nearest tenth of a minute and rounding start to answer time down to the nearest tenth of a minute before determining billed minutes. So, using the example above, start to answer would be .1 minutes rather than 10 seconds and start to end time would be 2.2 minutes rather than 132 seconds. When you subtract .1 minutes from 2.2 minutes, you get 2.1 minutes rather than 2 minutes and 2 seconds (122 seconds).

In an effort to correct the overtiming issue, One Call made changes to its billing system in late February. Now, both start to end time and start to answer time are rounded up to the nearest tenth of a minute before determining billed minutes.

If you have questions or require additional information, please call me at (800) 876-1300.

Respectfully,

*Laura Clore*

Laura Clore  
Regulatory Manager

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## STATE OF FLORIDA

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



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

## Public Service Commission

November 21, 1997  
**CERTIFIED**

Ms. Laura Clore  
 Regulatory Manager  
 One Call Communications, Inc.  
 801 Congressional Blvd., Suite 100  
 Carmel, Indiana 46032

Re: September 22, 1997 letter to Don McDonald

Dear Ms. Clore:

We have reviewed your response to the overtiming of 1+ and 0+ services discovered during the January 21 through February 17, 1997 evaluation of your company. Staff have some concerns which you did not address in your letter. Please provide responses to the following:

1. How long was One Call's billing system overtiming calls?
2. How many of your subscribers were affected by the overtiming?
3. How many of the subscribers affected are still subscribers of One Call Communications?
3. What is the amount of additional revenue gained by the overtiming?
4. Can you determine how much each individual subscriber was overcharged due to the overtiming of the calls?
5. Has One Call made any efforts to refund the affected subscribers? If so, explain in detail.

A copy of your response is enclosed along with the September 3, 1997 evaluation results. Please respond in writing by December 15, 1997. If you have any questions, please contact Clayton Lewis at (850) 413-6578 or fax (850) 413-6579.

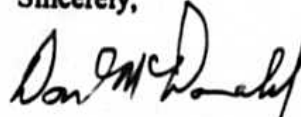
Page 24



Ms. Clore  
November 21, 1997  
Page 2

Rule 25-4.043, **Response to Commission Staff Inquiries** states: "*The necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry.*"

Sincerely,



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

Enclosure

cc: Alan Taylor  
Clayton Lewis



**ONE CALL**  
COMMUNICATIONS, INC.

Corporate Counsel

Ann C. Bernard

December 15, 1997

Mr. Clayton Lewis  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re: Letter of November 21, 1997

Dear Mr. Lewis:

Your letter of November 21, 1997 was received and has been referred to Ann C. Bernard, Corporate Counsel for One Call Communications. Please be aware that this situation is being investigated by One Call, however, Mrs. Bernard is currently on maternity leave and will not return until January of 1998.

If you have any questions or concerns, please feel free to reach Mrs. Bernard at her home number of 317-848-7434.

Very truly yours,

Sarada D. Rose  
Legal Assistant

RECEIVED

DEC 19 1997

CMU, JJ

Page 26

## STATE OF FLORIDA

Commissioners:  
 JULIA L. JOHNSON, CHAIRMAN  
 J. TERRY DEASON  
 SUSAN F. CLARK  
 JOE GARCIA  
 E. LEON JACOBS, JR.



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

## Public Service Commission

March 3, 1998  
 CERTIFIED

Ms. Ann C. Bernard  
 Corporate Counsel  
 One Call Communications, Inc.  
 801 Congressional Blvd., Suite 100  
 Carmel, Indiana 46032

Re: December 15, 1997 letter to Don McDonald from Ms. Sandra D. Rose

Dear Ms. Bernard:

Staff has not received an appropriate response to our November 21, 1997 request letter. On December 15, 1997, the Commission received a letter on your behalf from Ms. Sandra D. Rose (One Call) explaining that the overtime problem discovered during an evaluation of your company last year had been referred to you. She also stated that you would not be able to answer our request until January 1998 due to maternity leave. Staff believes that One Call Communications' response is severely overdue.

Rule 25-4.019, **Records and Reports in General**, Florida Administrative Code states:

(1) Each utility shall furnish to the Commission at such times and in such form as the Commission may require, the results of any required tests and summaries of any required records. The utility shall also furnish the Commission with any information concerning the utility's facilities or operations which the Commission may reasonably request and require. All such data, unless otherwise specified, shall be consistent with and reconcilable with the utility's annual report to the Commission.

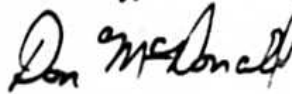
Furthermore, Rule 25-4.043, **Response to Commission Staff Inquiries**, F.A.C., states: "*The necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry*".

Page 27

Ms. Ann C. Bernard  
Page 2  
March 3, 1998

Staff believes that One Call Communications has had an ample amount of time to respond to staff's request. Please respond in detail by March 23, 1998. Failure to respond will result in an immediate filing of show cause proceedings against One Call Communications before the Florida Public Service Commission. Should you have any questions, please contact Clayton Lewis at (850) 413-6578 or fax (850) 413-6579.

Sincerely,



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

**Enclosures**

December 15, 1997 letter to Don McDonald from Sandra Rose  
November 21, 1997 PSC request to One Call Communications  
September 22, 1997 One Call response to evaluation results.  
September 3, 1997 PSC service evaluation results and request.

cc: Alan Taylor  
Phil Trumblehorn  
Clayton Lewis  
Ms. Laura Close, Regulatory Manager / One Call Communications  
Ms. Sandra D. Rose, Legal Assistant / One Call Communications

LAW OFFICES  
**MESSER, CAPARELLO & SELF**  
 A PROFESSIONAL ASSOCIATION

215 SOUTH MONROE STREET, SUITE 701  
 POST OFFICE BOX 1876  
 TALLAHASSEE, FLORIDA 32302-1876  
 TELEPHONE (904) 222-0720  
 TELECOPIERS (904) 224-4388; (904) 425-1942

March 23, 1998

**RECEIVED**

MAR 23 1998

CMU

**BY HAND DELIVERY**

Mr. Don McDonald  
 Division of Communications  
 Florida Public Service Commission  
 2540 Shumard Oak Blvd.  
 Tallahassee, FL 32399-0850

Dear Mr. McDonald:

On behalf of One Call Communications, Inc. d/b/a Opticom, this is in response to your letter of November 21, 1997 and our subsequent meeting March 11, 1998. Your November letter requested additional information with respect to the results of the service evaluation of Opticom performed January 21st through February 17, 1997. In that evaluation, Staff found some overtimed calls among the test calls that were made. In previous service evaluations Staff had determined that Opticom was undertiming some of the test calls that had been made. As a result of these earlier results adjustments were made to the billing system to eliminate the undertiming. In the most recent evaluation some calls are now being overtimed and as expressed to you during our meeting we want to correct this.

According to our records, the possibility for overtiming of calls would have existed from November 28, 1995 through February 18, 1997 or a period of approximately fifteen (15) months. The overtiming occurred because of the rounding of the timing of the calls, in part due to the earlier correction. During this period Opticom's billing system rounded start to end time up to the nearest 1/10th of a minute and start to answer time down to the nearest 1/10th of a minute before determining billed minutes. To calculate billed minutes, start to answer time is subtracted from the start to end time and the remaining time would give you the billed minutes. We have again revised our billing system and now both start to end time and start to answer time are rounded up before determining billed minutes. This should correct this overtiming situation but may again result in undertiming. We intend to incorporate the attached language in our present tariff as part of our corrective action.

In your letter and in our subsequent meeting you asked about the revenue implications of the overtiming and our plans to refund any "excess" revenues. First, we do not have records for the period in question. To determine the possible effect of overtiming we utilized records from

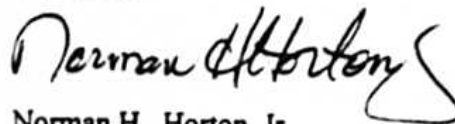
Mr. Don McDonald  
March 23, 1998  
Page 2

September 1997 which we believe to be a representative period. For the month of September, 1997 our records indicate a total of 82,813 calls consisting of 269,059.3 minutes and \$36,365.87 in revenue or an average of 13.5¢ per minute. If all calls were overtimed, which was not the case, the total "excess" revenue in question would be \$1,117.97 per month or approximately \$15,000.00. Recognizing that not all calls were overtimed as reflected in your service evaluation, we propose to refund \$7,500 or 50% of the "excess" revenue. We propose to refund this amount by way of a prospective reduction over a period of 6 months or until the \$7,500 has been returned, whichever occurs first.

We recognize that revenues are generally refunded or credited to customers but our proposal for a prospective reduction is the most appropriate method because of the customer base served by Opticom. Most of the customers of Opticom are other providers of services, such as pay telephone providers or travel card users. We serve very few end user residential or business customers. To make a refund to the other providers would not be refunding anything to the actual end user and we do not have the necessary records in order to enable us to make that type of refund. Moreover, since most of the users of the service we offer are transient and many probably did not make more than one or two phone calls, the amount of money to credited or refunded to those customers, assuming they could ever be found, would be very minimal, in fact in some instances less than 2 cents a call. Because of this, we believe our proposal to reduce our revenue by \$7,500.00 on a going forward basis by a rate reduction process would be fair to the consumers.

We believe that our actions and proposal best resolve the present situation and would urge approval by the Commission. Should you have any questions as to the proposal please do not hesitate to call. Finally, I want to thank you for taking the time to meet with Ms. Bernard and I recently.

Sincerely,



Norman H. Horton, Jr.

NHH/amb

cc:  Ms. Ann Bernard  
 Mr. Clayton Lewis

**Florida Proposed Tariff Language**

3.2.7 Company determines billed minutes by subtracting start to answer time from start to end time. Both start to end time and start to answer time are rounded up to the nearest tenth of a minute before determining billed minutes.