



Public Service Commission

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

RECORDS AND REPORTING

00 APR 19 AM 10:50

RECEIVED-FPSC

DATE: April 17, 2000

TO: Blanca Bayo, Director of Records and Reporting

FROM: Noreen S. Davis, Director of Legal Services *nsd*
 Walter D'Haeseleer, Director of Telecommunications *Wd*

RE: Docket No. 990675TI; Investigation of Gulf Long Distance, Inc. for incorrect billing of intrastate 0+ calls made from pay telephones and intrastate 0+ calls made in a call aggregator context.

A check in the amount of \$25,810.93, representing monies that were not refundable, was received on April 17, 2000, and will be forwarded to the Office of the Comptroller for deposit in the General Revenue Fund, pursuant to Chapter 364.285(1), Florida Statutes. Order No. PSC-99-1628-PAA-TI, issued August 19, 1999, states that this docket shall remain open pending the completion of the refund. The company has completed the refund and has submitted a final report. Since the refund has been completed and no further action is required, this docket can be closed.

*OK
sm
4/19/00*

cc: Division of Telecommunications (Kennedy)
 Division of Legal Services (Stern)

AFA
 APP
 CAF
 CMB
 CIR
 EAS
 LEG
 MAS
 OPC
 RRF
 SEC
 WAW
 OTH

DOCUMENT NUMBER-DATE

04807 APR 198

FPSC-RECORDS/REPORTING



Gulf Telephone Company

"We are your local phone company, and we are committed to deliver the best value in communications... when and where you want."

2000 APR 17 AM 10:47

FLORIDA
PUBLIC SERVICE COMM.
DIV. OF TELECOMMUNICATIONS

April 14, 2000

Mr. Ray E. Kennedy
State of Florida Public Service Commission
Compliance Section
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

2000 APR 17 AM 9:15

STATE OF FLORIDA
PUBLIC SERVICE COMMISSION

RE: Docket No. 990675-TI - Investigation of Gulf Long Distance, Inc. for incorrect billing of intrastate 0+ calls made from pay telephones and intrastate 0+ calls made in a call aggregator context.

Dear Mr. Kennedy:

In reference to Docket No. 990675-TI, Gulf Long Distance, in compliance with Rule 25-4.114 (7), Refunds, Florida Administrative Code, would like to report the following:

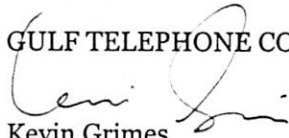
- In August, 1999, Gulf Long Distance transmitted a refund amount totaling \$88,016.55 to Billing Concepts (ZPDI).
- In September, 1999, it was determined that the amounts to be refunded to the customers would be done so by the local exchange carrier issuing a credit on the customer's local telephone bill. The credit amounts to be refunded by the local exchange carriers were as follows:
 - BellSouth - \$73,722.66 (83.76%)
 - GTE South - \$9,074.51 (10.31%)
 - United Florida - \$1,645.91 (1.87%)
 - Other Independents - \$3,573.47 (4.06%)
- In October, 1999, ZPDI reported that all but \$1.53 had successfully been issued to the local exchange carriers for refund.
- In November, 1999, ZPDI reported that \$62,205.92, of the \$88,016.55, was successfully credited to the customer. The amounts that were not refunded are as follows:
 - BellSouth - \$25,504.07
 - GTE South - \$6.10
 - United Florida - \$0.76
 - Other Independents - \$300.00
- In December, 1999, the customer service group at Gulf Long Distance reported that it was still receiving calls from customers that were not issued a credit/refund. To insure that these customers received the proper credit due to them, we asked that the docket remain open. Gulf Long Distance has not received any new requests for refunds due to this matter since the end of December, 1999.

That said, Gulf Long Distance has issued a check in the amount of the remaining \$25,810.93 to the Florida Public Service Commission pursuant to Rule 25-4.114(8), Refunds, Florida Administrative Code. We ask that Docket No. 990675-TI be officially closed.

If you have any questions, please contact me at (334) 952-5384.

Sincerely,

GULF TELEPHONE COMPANY



Kevin Grimes
Regulatory/Settlements Coordinator



Gulf Long Distance

P.O. Box 1330 • Foley, AL 36536

No. 3758

Check Date: 04/14/2000

FLORIDA PUBLIC SERVICE COMM, ATTN: FISCAL, 2540 SHUMARD OAK BOULEVARD, TALLAHASSEE FL 32399-0876 (200001846)

Invoice	Invoice Date	Gross Amount	Discount Amount	Net Amount Paid
20000403	04/14/00	\$25,810.93	\$0.00	\$25,810.93
<p><i>Per PSC Order - For Deposit in General Revenue Fund Rans Kennel</i></p>				
Totals		\$25,810.93	\$0.00	\$25,810.93

Detach at Perforation Before Depositing Check

THIS CHECK HAS CHEMICAL AND PHOTOGRAPHIC PROTECTION AND A SECURITY WATERMARK ON THE ENDORSEMENT SIDE



Gulf Long Distance

P.O. Box 1330 • Foley, AL 36536

Colonial Bank
P.O. Drawer 430
Foley, AL 36536-0430
61-332/651

Check No. 3758

Check Date
04/14/2000

Check Amount
\$ ****25,810.93

PAY *Twenty Five Thousand Eight Hundred Ten AND 93/100*

This check is not valid after 90 days

TO THE ORDER OF
Florida Public Service Comm
Attn: Fiscal
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0876

John Hogshue

⑈00003758⑈

GULF TELEPHONE COMPANY
REGULATORY DEPARTMENT

P.O. DRAWER 670
FOLEY, ALABAMA 36536-0670
334-952-5100 / 800-927-4853

December 10, 1999

Mr. Ray E. Kennedy
State of Florida Public Service Commission
Compliance Section
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Docket No. 990675-TI - Investigation of Gulf Long Distance, Inc. for incorrect billing of intrastate 0+ calls made from pay telephones and intrastate 0+ calls made in a call aggregator context.

Dear Mr. Kennedy:

In reference to Docket No. 990675-TI, Gulf Long Distance, in compliance with Rule 25-4.114 (7), Refunds, Florida Administrative Code, would like to report the following:

As stated previously, Billing Concepts (ZPDI) has reported that of the \$87,087.40 that was successfully issued to local exchange carriers for refund to customers, \$62,205.92 was actually credited to customer bills. \$25,810.93 was rejected and returned to Billing Concepts. Of the \$25,810.93 that was rejected, \$25,504.07 was rejected by BellSouth, \$6.10 by GTE South, and \$.76 by United Florida. We continue to work with Billing Concepts, as well as BellSouth, in an effort to determine the reasons for the amount of credits that were rejected.

Due to the fact that we are still receiving calls to our customer service group from customers that seem to have been rejected by BellSouth, we feel that the best way to insure that these customers receive a credit is to issue a check in the amount of the credit. Therefore, we are asking that the docket remain open to give those customers who may have been rejected, for whatever reason, ample time to request a credit through our customer service group.

If you need me to do anything or have any questions, please contact me at (334) 952-5384.

Sincerely,

GULF TELEPHONE COMPANY

Kevin Grimes
Regulatory/Settlements Coordinator

GULF TELEPHONE COMPANY

REGULATORY DEPARTMENT

P.O. DRAWER 670
FOLEY, ALABAMA 36536-0670
334-952-5100 / 800-927-4853

November 10, 1999

Mr. Ray E. Kennedy
State of Florida Public Service Commission
Compliance Section
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Docket No. 990675-TI - Investigation of Gulf Long Distance, Inc. for incorrect billing of intrastate 0+ calls made from pay telephones and intrastate 0+ calls made in a call aggregator context.

Dear Mr. Kennedy:

In reference to Docket No. 990675-TI, Gulf Long Distance, in compliance with Rule 25-4.114 (7), Refunds, Florida Administrative Code, would like to report the following:

As of Tuesday, November 10, 1999, Billing Concepts (ZPDI) has reported that of the \$87,087.40 that was successfully issued to local exchange carriers for refund to customers, \$62,205.92 was actually credited to customer bills. \$25,810.93 was rejected and returned to Billing Concepts. Of the \$25,810.93 that was rejected, \$25,504.07 was rejected by BellSouth, \$6.10 by GTE South, and \$.76 by United Florida. We are still working with Billing Concepts in an effort to determine the reasons for the amount of credits that were rejected.

If you need me to do anything or have any questions, please contact me at (334) 952-5384.

Sincerely,

GULF TELEPHONE COMPANY

Kevin Grimes
Regulatory Administrator

GULF TELEPHONE COMPANY

REGULATORY DEPARTMENT

P.O. DRAWER 670
FOLEY, ALABAMA 36536-0670
334-952-5100 / 800-927-4853

November 10, 1999

Mr. Ray E. Kennedy
State of Florida Public Service Commission
Compliance Section
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Docket No. 990675-TI - Investigation of Gulf Long Distance, Inc. for incorrect billing of intrastate 0+ calls made from pay telephones and intrastate 0+ calls made in a call aggregator context.

Dear Mr. Kennedy:

In reference to Docket No. 990675-TI, Gulf Long Distance, in compliance with Rule 25-4.114 (7), Refunds, Florida Administrative Code, would like to report the following:

As of Tuesday, November 10, 1999, Billing Concepts (ZPDI) has reported that of the \$87,087.40 that was successfully issued to local exchange carriers for refund to customers, \$62,205.92 was actually credited to customer bills. \$25,810.93 was rejected and returned to Billing Concepts. Of the \$25,810.93 that was rejected, \$25,504.07 was rejected by BellSouth, \$6.10 by GTE South, and \$.76 by United Florida. We are still working with Billing Concepts in an effort to determine the reasons for the amount of credits that were rejected.

If you need me to do anything or have any questions, please contact me at (334) 952-5384.

Sincerely,

GULF TELEPHONE COMPANY

Kevin Grimes
Regulatory Administrator

From: KEVING @ SMTP (Kevin Grimes - Gulf Telephone) {keving@gulftel.com}
To: Ray Kennedy
Subject: Gulf Long Distance

===NOTE=====11/10/99==4:50pm=====

Return-Path: <keving@gulftel.com>
Received: from mail.gulftel.com (216.231.160.20)
by mail.psc.state.fl.us (Connect2-SMTP 4.30A.1000128)
for <rkennedy@psc.state.fl.us>; Wed, 10 Nov 1999 16:50:41 -0500
Received: from portal.gulftel ([208.222.57.1]) by mail.gulftel.com
(Post.Office MTA v3.5.3 release 223 ID# 0-58681U15000L999S0V35)
with SMTP id com for <rkennedy@psc.state.fl.us>;
Wed, 10 Nov 1999 15:51:18 -0600

From: "Kevin Grimes - Gulf Telephone" <keving@gulftel.com>
To: "Ray E. Kennedy" <rkennedy@psc.state.fl.us>
Subject: Gulf Long Distance
Date: Wed, 10 Nov 1999 15:50:46 -0600
Message-ID: <000101bf2bc5\$5a512fd20\$8a4e45c6@portal.gulftel>
MIME-Version: 1.0
Content-Type: multipart/mixed;
boundary="----- NextPart_000_0002_01BF2B93.5A788D20"
X-Priority: 3 (Normal)
X-MSMail-Priority: Normal
X-Mailer: Microsoft Outlook 8.5, Build 4.71.2377.0
X-MimeOLE: Produced By Microsoft MimeOLE V4.72.2120.0
Importance: Normal

Mr. Kennedy:

Attached is a rich text document containing the Refund Reporting for Gulf Long Distance. If I can be of any further assistance, please contact me at 334.952.5384.

Thanks,

Kevin Grimes

-----[Content-type: text/html]-----
<!DOCTYPE HTML PUBLIC "-//W3C//DTD W3 HTML//EN">
<HTML>
<HEAD>

<META content="text/html; charset=iso-8859-1" http-equiv=Content-Type>
<META content="'MSHTML 4.72.2106.6'" name=GENERATOR>
</HEAD>
<BODY bgColor=#ffffff>
<DIV>
<P>Mr. Kennedy:</P>
<P>Attached is a rich text document containing the Refund Reporting for Gulf
Long Distance.<FONT color=#000000
face=Arial size=2> If I can be of any<SPAN
class=270354821-10111999>
further assistance, please contact me at 334.952.5384.</P>
<P>Thanks,</P>
<P>Kevin Grimes</P></DIV></BODY></HTML>

GULF TELEPHONE COMPANY

REGULATORY DEPARTMENT

P.O. DRAWER 670
FOLEY, ALABAMA 36536-0670
334-952-5100 / 800-927-4853

October 10, 1999

Mr. Ray E. Kennedy
State of Florida Public Service Commission
Compliance Section
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Docket No. 990675-TI - Investigation of Gulf Long Distance, Inc. for incorrect billing of intrastate 0+ calls made from pay telephones and intrastate 0+ calls made in a call aggregator context.

Dear Mr. Kennedy:

In reference to Docket No. 990675-TI, Gulf Long Distance, in compliance with Rule 25-4.114 (7), Refunds, Florida Administrative Code, would like to report the following:

As of Thursday, October 7, 1999, Billing Concepts (ZPDI) has reported that \$87,087.40 has been successfully issued to local exchange carriers for refund to customers. \$1.53 was rejected and returned to Billing Concepts. Gulf Long Distance has not yet received a report from Billing Concepts regarding amounts issued on customer bills.

If you need me to do anything or have any questions, please contact me at (334) 952-5384.

Sincerely,

GULF TELEPHONE COMPANY

Kevin Grimes
Regulatory Administrator

From: KEVING @ SMTP (Kevin Grimes - Gulf Telephone) {keving@gulftel.com}

CONFIRMED

To: Ray Kennedy
Subject: Docket No. 990675-TI

===NOTE=====10/08/99==4:09pm=====

CC: DESLAVA @ SMTP ("David Eslava") {deslava@gulftel.com}, WSETZER @ SMTP ("Woody Setzer") {wsetzer@gulftel.com}

Return-Path: <keving@gulftel.com>

Received: from mail.gulftel.com (208.222.57.20) by mail.psc.state.fl.us (Connect2-SMTP 4.30A.1000128) for <rkennedy@psc.state.fl.us>; Fri, 8 Oct 1999 16:09:11 -0400

Received: from portal.gulftel ([208.222.57.1]) by mail.gulftel.com (Post.Office MTA v3.5.3 release 223 ID# 0-58681U15000L999S0V35) with SMTP id com; Fri, 8 Oct 1999 15:13:01 -0500

From: "Kevin Grimes - Gulf Telephone" <keving@gulftel.com>

To: "Ray E. Kennedy" <rkennedy@psc.state.fl.us>

Cc: "Woody Setzer" <wsetzer@gulftel.com>, "David Eslava" <deslava@gulftel.com>

Subject: Docket No. 990675-TI

Date: Fri, 8 Oct 1999 15:09:13 -0500

Message-ID: <002201bf11c8\$fdcd15320\$8a4e45c6@portal.gulftel>

MIME-Version: 1.0

Content-Type: multipart/mixed;

boundary="-----_NextPart_000_0023_01BF119F.14EB4B20"

X-Priority: 3 (Normal)

X-MSMail-Priority: Normal

X-Mailer: Microsoft Outlook 8.5, Build 4.71.2377.0

X-MimeOLE: Produced By Microsoft MimeOLE V4.72.2120.0

Importance: Normal

Disposition-Notification-To: "Kevin Grimes - Gulf Telephone" <keving@gulftel.com>

Mr. Kennedy:

Attached is a rich text document containing the Refund Reporting for Gulf Long Distance.

If this needs to be included, please let me know. If I can be of any further assistance, please contact me at 334.952.5384.

Thanks,

Kevin Grimes

-----[Content-type: text/html]-----
<!DOCTYPE HTML PUBLIC "-//W3C//DTD W3 HTML//EN">
<HTML>
<HEAD>
<META content="text/html; charset=iso-8859-1" http-equiv=Content-Type>
<META content=' "MSHTML 4.72.2106.6" ' name=GENERATOR>
</HEAD>
<BODY bgColor=#ffffff>
<DIV>
<DIV>
<P>Mr. Kennedy:</P>
<P></P>
<P>Attached is a rich text document containing the Refund Reporting for Gulf

Long Distance.</P>

<P></P>

<P>If this needs to be included, please let me know. If I can be of any further assistance, please contact me at 334.952.5384.</P>

<P></P>

<P>Thanks,</P>

<P></P>

<P>Kevin Grimes</P></DIV></DIV></BODY></HTML>

GULF TELEPHONE COMPANY

REGULATORY DEPARTMENT

P.O. DRAWER 670
FOLEY, ALABAMA 36536-0670
334-952-5100 / 800-927-4853

October 10, 1999

Mr. Ray E. Kennedy
State of Florida Public Service Commission
Compliance Section
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Docket No. 990675-TI - Investigation of Gulf Long Distance, Inc. for incorrect billing of intrastate 0+ calls made from pay telephones and intrastate 0+ calls made in a call aggregator context.

Dear Mr. Kennedy:

In reference to Docket No. 990675-TI, Gulf Long Distance, in compliance with Rule 25-4.114 (7), Refunds, Florida Administrative Code, would like to report the following:

As of Thursday, October 7, 1999, Billing Concepts (ZPDI) has reported that \$87,087.40 has been successfully issued to local exchange carriers for refund to customers. \$1.53 was rejected and returned to Billing Concepts. Gulf Long Distance has not yet received a report from Billing Concepts regarding amounts issued on customer bills.

If you need me to do anything or have any questions, please contact me at (334) 952-5384.

Sincerely,

GULF TELEPHONE COMPANY

Kevin Grimes
Regulatory Administrator

GULF TELEPHONE COMPANY

REGULATORY DEPARTMENT

P.O. DRAWER 670
FOLEY, ALABAMA 36536-0670
334-952-5100 / 800-927-4853

October 10, 1999

Mr. Ray E. Kennedy
State of Florida Public Service Commission
Compliance Section
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Docket No. 990675-TI - Investigation of Gulf Long Distance, Inc. for incorrect billing of intrastate 0+ calls made from pay telephones and intrastate 0+ calls made in a call aggregator context.

Dear Mr. Kennedy:

In reference to Docket No. 990675-TI, Gulf Long Distance, in compliance with Rule 25-4.114 (7), Refunds, Florida Administrative Code, would like to report the following:

As of Thursday, October 7, 1999, Billing Concepts (ZPDI) has reported that \$87,087.40 has been successfully issued to local exchange carriers for refund to customers. \$1.53 was rejected and returned to Billing Concepts. Gulf Long Distance has not yet received a report from Billing Concepts regarding amounts issued on customer bills.

If you need me to do anything or have any questions, please contact me at (334) 952-5384.

Sincerely,

GULF TELEPHONE COMPANY

Kevin Grimes
Regulatory Administrator

GULF TELEPHONE COMPANY

REGULATORY DEPARTMENT

P.O. DRAWER 670
FOLEY, ALABAMA 36536-0670
334-952-5100 / 800-927-4853

October 10, 1999

Mr. Ray E. Kennedy
State of Florida Public Service Commission
Compliance Section
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Docket No. 990675-TI - Investigation of Gulf Long Distance, Inc. for incorrect billing of intrastate 0+ calls made from pay telephones and intrastate 0+ calls made in a call aggregator context.

Dear Mr. Kennedy:

In reference to Docket No. 990675-TI, Gulf Long Distance, in compliance with Rule 25-4.114 (7), Refunds, Florida Administrative Code, would like to report the following:

As of Thursday, October 7, 1999, Billing Concepts (ZPDI) has reported that \$87,087.40 has been successfully issued to local exchange carriers for refund to customers. \$1.53 was rejected and returned to Billing Concepts. Gulf Long Distance has not yet received a report from Billing Concepts regarding amounts issued on customer bills.

If you need me to do anything or have any questions, please contact me at (334) 952-5384.

Sincerely,

GULF TELEPHONE COMPANY

Kevin Grimes
Regulatory Administrator

GULF TELEPHONE COMPANY

REGULATORY DEPARTMENT

P.O. DRAWER 670
FOLEY, ALABAMA 36536-0670
334-952-5100 / 800-927-4853

September 10, 1999

Mr. Ray E. Kennedy
State of Florida Public Service Commission
Compliance Section
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Docket No. 990675-TI - Investigation of Gulf Long Distance, Inc. for incorrect billing of intrastate 0+ calls made from pay telephones and intrastate 0+ calls made in a call aggregator context.

Dear Mr. Kennedy:

In reference to Docket No. 990675-TI, Gulf Long Distance, in compliance with Rule 25-4.114 (7), Refunds, Florida Administrative Code, would like to report the following:

- ② On ^{August} ~~September~~ 13, 1999, Gulf Long distance transmitted a refund amount of \$928.35 to Billing Concepts (ZPDI). This is the amount that was previously omitted.
- ② As of Thursday, September 9, 1999, Gulf Long Distance has not received any reporting from Billing Concepts (ZPDI) regarding the actual amount of credits that have been made to customers. ZPDI did, however, report to Gulf Long Distance a breakdown of credit amounts by local exchange carrier. ZPDI reports that, of the \$88,016.85 to be refunded (this amount includes the voluntary amount of \$55,239.60 plus \$928.35 in interest), 83.76% will be to BellSouth customers, 10.31% to United Florida customers, and 1.87% to GTE South customers. The additional 4.06% will be refunded to other independent company customers.

If you need me to do anything or have any questions, please contact me at (334) 952-5384.

Sincerely,

GULF TELEPHONE COMPANY

Kevin Grimes
Regulatory Administrator

GULF TELEPHONE COMPANY

REGULATORY DEPARTMENT

P.O. DRAWER 670
FOLEY, ALABAMA 36536-0670
334-952-5100 / 800-927-4853

August 10, 1999

Mr. Ray E. Kennedy
State of Florida Public Service Commission
Compliance Section
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Docket No. 990675-TI - Investigation of Gulf Long Distance, Inc. for incorrect billing of intrastate 0+ calls made from pay telephones and intrastate 0+ calls made in a call aggregator context.

Dear Mr. Kennedy:

In reference to Docket No. 990675-TI, Gulf Long Distance, in compliance with Rule 25-4.114 (7), Refunds, Florida Administrative Code, would like to report the following:

- ② On 8/3/99 at 3:00 PM Gulf Long distance transmitted a refund of \$31,322.50 to Billing Concepts (ZPDI) and added \$526.40 interest as stated in Docket No. 990675-TI
- ② Gulf Long Distance has not yet received reports from Billing Concepts (ZPDI) as to how much was actually refunded.

If you need me to do anything or have any questions, please contact me at (334) 952-5384.

Sincerely,

GULF TELEPHONE COMPANY

Kevin Grimes
Regulatory Administrator

From: KEVING @ SMTP (Kevin Grimes - Gulf Telephone) {keving@gulftel.com}
To: Ray Kennedy
Subject: fwd: FW: Docket No. 990675-TI

====NOTE=====8/10/99==3:49pm=====

Return-Path: <keving@gulftel.com>
Received: from mail.gulftel.com (208.222.57.20)
by mail.psc.state.fl.us (Connect2-SMTP 4.30A.1000128)
for <rkennedy@psc.state.fl.us>; Tue, 10 Aug 1999 15:53:26 -0400
Received: from portal.gulftel ([208.222.57.1]) by mail.gulftel.com
(Post.Office MTA v3.5.3 release 223 ID# 0-58681U15000L999S0V35)
with SMTP id com for <rkennedy@psc.state.fl.us>;
Tue, 10 Aug 1999 14:55:08 -0500

From: "Kevin Grimes - Gulf Telephone" <keving@gulftel.com>
To: "Ray E. Kennedy" <rkennedy@psc.state.fl.us>
Subject: FW: Docket No. 990675-TI
Date: Tue, 10 Aug 1999 14:49:03 -0500
Message-ID: <001c01bee369\$66632f40\$8a4e45c6@portal.gulftel>
MIME-Version: 1.0
Content-Type: multipart/mixed;
boundary="----- NextPart_000_001D_01BEE33F.7D8D2740"
X-Priority: 3 (Normal)
X-MSMail-Priority: Normal
X-Mailer: Microsoft Outlook 8.5, Build 4.71.2377.0
Importance: Normal
X-MimeOLE: Produced By Microsoft MimeOLE V4.72.2120.0

Mr. Kennedy:

Attached is a rich text document containing the Refund Reporting for Gulf Long Distance.

Also, I wasn't sure if the following needed to be in the "official" report:

On 8/3/99 at 3:00 PM Gulf Long Distance also transmitted a voluntary refund, for 0+ Local, of \$55,239.60. The interest in the amount of \$928.35 was inadvertently omitted and will be submitted to ZPDI by the end of the week.

If this needs to be included, please let me know. If I can be of any further assistance, please contact me at 334.952.5384.

Thanks,

Kevin Grimes

Fwd-by:=Ray=Kennedy=====
Fwd to: KEVING @ SMTP (Kevin Grimes) {keving@gulftel.com}

.....
I have received your e-mail and was able to read the attached file. Please include status of the voluntary refund in your letter. You need not send an updated letter for this report period, but include status of voluntary refund in the next one. The voluntary refund is a positive action by Gulf and is very important to the citizens of Florida. Keep in mind that this entire investigation was initiated by a caller who complained about the cost of a local collect call from a prison. Your cooperation is appreciated.

From: KEVING @ SMTP (Kevin Grimes - Gulf Telephone) {keving@gulftel.com}
To: Ray Kennedy
Subject: fwd: FW: Docket No. 990675-TI

====NOTE=====8/10/99==3:49pm=====

Return-Path: <keving@gulftel.com>
Received: from mail.gulftel.com (208.222.57.20)
by mail.psc.state.fl.us (Connect2-SMTP 4.30A.1000128)
for <rkennedy@psc.state.fl.us>; Tue, 10 Aug 1999 15:53:26 -0400
Received: from portal.gulftel ([208.222.57.1]) by mail.gulftel.com
(Post.Office MTA v3.5.3 release 223 ID# 0-58681U15000L999S0V35)
with SMTP id com for <rkennedy@psc.state.fl.us>;
Tue, 10 Aug 1999 14:55:08 -0500

From: "Kevin Grimes - Gulf Telephone" <keving@gulftel.com>
To: "Ray E. Kennedy" <rkennedy@psc.state.fl.us>
Subject: FW: Docket No. 990675-TI
Date: Tue, 10 Aug 1999 14:49:03 -0500
Message-ID: <001c01bee369\$66632f40\$8a4e45c6@portal.gulftel>
MIME-Version: 1.0
Content-Type: multipart/mixed;
boundary="----- NextPart_000_001D_01BEE33F.7D8D2740"
X-Priority: 3 (Normal)
X-MSMail-Priority: Normal
X-Mailer: Microsoft Outlook 8.5, Build 4.71.2377.0
Importance: Normal
X-MimeOLE: Produced By Microsoft MimeOLE V4.72.2120.0

Mr. Kennedy:

Attached is a rich text document containing the Refund Reporting for Gulf Long Distance.

Also, I wasn't sure if the following needed to be in the "official" report:

On 8/3/99 at 3:00 PM Gulf Long Distance also transmitted a voluntary refund, for 0+ Local, of \$55,239.60. The interest in the amount of \$928.35 was inadvertently omitted and will be submitted to ZPDI by the end of the week.

If this needs to be included, please let me know. If I can be of any further assistance, please contact me at 334.952.5384.

Thanks,

Kevin Grimes

Fwd=by:=Ray=Kennedy=====

Fwd to: KEVING @ SMTP (Kevin Grimes) {keving@gulftel.com}
.....
I have received your e-mail and was able to read the attached file. Please include status of the voluntary refund in your letter. You need not send an updated letter for this report period, but include status of voluntary refund in the next one. The voluntary refund is a positive action by Gulf and is very important to the citizens of Florida. Keep in mind that this entire investigation was initiated by a caller who complained about the cost of a local collect call from a prison. Your cooperation is appreciated.

From: KEVING @ SMTP (Kevin Grimes - Gulf Telephone) {keving@gulftel.com}
To: Ray Kennedy
Subject: FW: Docket No. 990675-TI

====NOTE=====8/10/99==3:49pm=====

Return-Path: <keving@gulftel.com>
Received: from mail.gulftel.com (208.222.57.20)
by mail.psc.state.fl.us (Connect2-SMTP 4.30A.1000128)
for <rkennedy@psc.state.fl.us>; Tue, 10 Aug 1999 15:53:26 -0400
Received: from portal.gulftel ([208.222.57.1]) by mail.gulftel.com
(Post.Office MTA v3.5.3 release 223 ID# 0-58681U15000L999S0V35)
with SMTP id com for <rkennedy@psc.state.fl.us>;
Tue, 10 Aug 1999 14:55:08 -0500

From: "Kevin Grimes - Gulf Telephone" <keving@gulftel.com>
To: "Ray E. Kennedy" <rkennedy@psc.state.fl.us>
Subject: FW: Docket No. 990675-TI
Date: Tue, 10 Aug 1999 14:49:03 -0500
Message-ID: <001c01bee369\$66632f40\$8a4e45c6@portal.gulftel>
MIME-Version: 1.0
Content-Type: multipart/mixed;
boundary="-----_NextPart_000_001D_01BEE33F.7D8D2740"
X-Priority: 3 (Normal)
X-MSMail-Priority: Normal
X-Mailer: Microsoft Outlook 8.5, Build 4.71.2377.0
Importance: Normal
X-MimeOLE: Produced By Microsoft MimeOLE V4.72.2120.0

Mr. Kennedy:

Attached is a rich text document containing the Refund Reporting for Gulf Long Distance.

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Thanks,

Kevin Grimes

====ATTACHED=FILE(S)=====
File(s):C~AUG~10.RTF
Detach to:G:\



Gulf Telephone Company

"We are your local phone company, and we are committed to deliver the best value in communications . . . when and where you want."

2000 APR 17 AM 10:47

FLORIDA
PUBLIC SERVICE COMM.
DIV. OF TELECOMMUNICATIONS

April 14, 2000

Mr. Ray E. Kennedy
State of Florida Public Service Commission
Compliance Section
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

2000 APR 17 AM 9:14
STATE OF FLORIDA
PUBLIC SERVICE COMMISSION

RE: Docket No. 990675-TI - Investigation of Gulf Long Distance, Inc. for incorrect billing of intrastate 0+ calls made from pay telephones and intrastate 0+ calls made in a call aggregator context.

Dear Mr. Kennedy:

In reference to Docket No. 990675-TI, Gulf Long Distance, in compliance with Rule 25-4.114 (7), Refunds, Florida Administrative Code, would like to report the following:

- In August, 1999, Gulf Long Distance transmitted a refund amount totaling \$88,016.55 to Billing Concepts (ZPDI).
- In September, 1999, it was determined that the amounts to be refunded to the customers would be done so by the local exchange carrier issuing a credit on the customer's local telephone bill. The credit amounts to be refunded by the local exchange carriers were as follows:

BellSouth - \$73,722.66 (83.76%)
 GTE South - \$9,074.51 (10.31%)
 United Florida - \$1,645.91 (1.87%)
 Other Independents - \$3,573.47 (4.06%)

- In October, 1999, ZPDI reported that all but \$1.53 had successfully been issued to the local exchange carriers for refund.
- In November, 1999, ZPDI reported that \$62,205.92, of the \$88,016.55, was successfully credited to the customer. The amounts that were not refunded are as follows:

BellSouth - \$25,504.07
 GTE South - \$6.10
 United Florida - \$0.76
 Other Independents - \$300.00

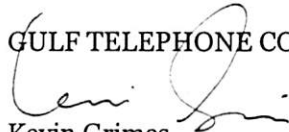
- In December, 1999, the customer service group at Gulf Long Distance reported that it was still receiving calls from customers that were not issued a credit/refund. To insure that these customers received the proper credit due to them, we asked that the docket remain open. Gulf Long Distance has not received any new requests for refunds due to this matter since the end of December, 1999.

That said, Gulf Long Distance has issued a check in the amount of the remaining \$25,810.93 to the Florida Public Service Commission pursuant to Rule 25-4.114(8), Refunds, Florida Administrative Code. We ask that Docket No. 990675-TI be officially closed.

If you have any questions, please contact me at (334) 952-5384.

Sincerely,

GULF TELEPHONE COMPANY



Kevin Grimes
Regulatory/Settlements Coordinator