

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 990675-TI Date Docketed: 05/25/1999 Title: Investigation of Gulf Long Distance, Inc. for incorrect billing of intrastate 0+ and 0- calls made from pay telephones and made in a call aggregator context.
 Company: Gulf Long Distance, Inc.

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: ADM AFA APP CAF (CMU) EAG GCL LEG RAR RRR WAW
 ("(") indicates OPR) _____ X X _____ X _____ _____ X _____ _____

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module A18

Staff Assignments

OPR Staff R Kennedy

Staff Counsel

OCRs (AFA) E Samaan

 (LEG) C Bedell, T Watts

 () _____

 () _____

 () _____

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level**

0

Due Dates

Previous Current

1. Staff Recommendation	NONE	06/17/1999
2. Agenda - Regular	NONE	06/29/1999
3. PAA Order - Automatic Closing	NONE	07/20/1999
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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with RAR: 06/04/1999

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC		
X							

- Prehearing Officer

Commissioners					ADM
GR	DS	CL	JN	JC	
					X

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: JS/nb
 Date: 06/04/1999

4:30 ✓

RECEIVED-PPSC

M E M O R A N D U M

AUG 19 AM 11:21

August 18, 1999

RECORDS AND
REPORTING

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (WATTS) *CBW CB*

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.

99-1628-PAA

Attached is an NOTICE OF PROPOSED AGENCY ACTION ORDER
ACCEPTING REFUND, with an attachment, to be issued in the above-
referenced docket. (Number of pages in order - 4)

CBW/anc
Attachment
cc: Division of Communications
I: 990675or.cbw

*forwarded to
10/07*

RECEIVED-PSC

M E M O R A N D U M

SEP 14 AM 10:41

September 13, 1999

RECORDS AND
REPORTING

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (WATTS) *CBW* *CB*

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.

1792-CO

Attached is a Consummating Order to be issued in the above-
referenced docket. (Number of pages in order - 2)

CBW/sa
Attachment
cc: Division of Communications
I:990675co.cbw

VO



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

Ray Kennedy (CMU)
Eva Samaan (AFAD)
RJR

2000 APR 17 AM 9:10

DIVISION OF
REGISTRATION

TI 182

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

DEPOSIT DATE

D281 APR 18 2000

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

AFB _____
 AMP _____
 DAF _____
 CMU _____
 JTR _____
 EAG _____
 LEG _____
 WAS _____
 OPC _____
 FRR _____
 SEC _____
 WAW _____
 OTH _____

- 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.

DOCUMENT NO. 17081-00

DOCUMENT NUMBER - DATE
04707 APR 17 8

FPSC-RECORDS/REPORTING

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 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

ORIGINAL

April 14, 2000

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

FLORIDA
PUBLIC SERVICE COMM.
DIV. OF TELECOMMUNICATIONS

Ray Kennedy (cmj)
Eva Samaan (AFAD)
R&R

2000 APR 17 AM 9:16
DIVISION OF
ADMINISTRATION

TI 182

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.

DEPOSIT DATE
D281 **APR 18 2000**

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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~~

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
81-332/651

Check No. 3758
APR 17 2000

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

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

John P. Hoyer

4-17-00

⑆00003758⑆