

ORIGINAL

BellSouth Telecommunications, Inc.
Regulatory Relations
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Director

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COMMISSION
CLERK
JUL 18 PM 4:44
FPSC

July 18, 2003

Mrs. Blanca S. Bayó
Division of the Commission Clerk and
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Docket No. 011077-TP (Competitive Practices) Workshop

Dear Mrs. Bayó:

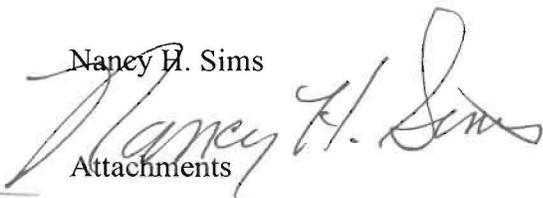
The Florida Public Service Commission Staff has scheduled a workshop for July 23, 2003, in Docket No. 011077 -TP (Competitive Practices). The Staff requested that the parties respond to certain questions prior to the workshop.

Attached to this letter are BellSouth's responses to the Staff's pre-workshop questions. Please file these in the above referenced docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me.

Yours truly,

Nancy H. Sims



Attachments

cc: Nancy B. White
Felicia Banks

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OTH

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FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

06452 JUL 18 8

FPSC-COMMISSION CLERK

FLORIDA PUBLIC SERVICE COMMISSION STAFF WORKSHOP
July 23, 2003, DOCKET NO. 011077
BELLSOUTH RESPONSES TO STAFF QUESTIONS

1. Does your company notify customers of their rights and obligations once it has been advised that the customer will be switching service to a new carrier?

Response: Yes, BellSouth sends a letter to the customer to confirm that the switch was not made in error, e.g., to confirm that there has been no slamming.

2. If the answer to Question 1 is yes, please answer the following questions:
 - a) What is the frequency and form of communication(s) used to notify the customer?

Response: There is one letter sent.

- b) Do you ask your customers to contact you regarding the notification provided?

Response: See attached sample letters from the business and residence units of BellSouth.

- c) Once your company is advised that the customer is switching providers, at what point is the notification issued to the customer?

Response: BellSouth sends the notification no earlier than ten days after the completion of the order to convert the customer to another local service provider.

- d) Does the notification contain any offers to attempt to retain the customer?

Response: No, see attached sample letters.

3. If the answer to Question 1 is yes, please provide a copy of your company's typical notification.

Response: See attached sample letters from the BellSouth residence and business units.

7/2/03 16:04

Docket No. 011077 – BellSouth Pre-Workshop Response

BellSouth Business Type

P.O. Box number
City, State zip5–zip4

December 1, 2002
(205) 977–5524

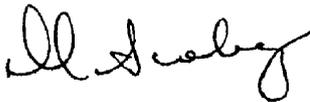
Dear Customer:

We have received your request to switch your local phone service to another carrier. Your Small Business Team at BellSouth values you as a customer, so we regret that you have chosen another provider for your local communications service. In accordance with your request, BellSouth has transferred your service as of December and will send you a final bill for the services you should now be receiving from another carrier.

PARAH

We appreciate your business, and welcome any opportunity to meet your communication needs in the future.

Best regards,

A handwritten signature in black ink, appearing to read "D. Scobey, Jr.", written in a cursive style.

David W. Scobey, Jr.
President
Small Business Services

3/10/03 11:05

Docket No. 011077 – BellSouth Pre-Workshop Response

BellSouth Business Type

P.O. Box number
City, State zip5–zip4

December 1, 2002
(205) 977–5524

We have received your request to switch your local phone service to another carrier. Because we value you as a customer, we are disappointed that you have selected another provider. However, we have transferred your service, per your request, effective INSERT DATE. Your final bill should reflect this change.

If we have received a request to switch your local service that you did not authorize, please notify us immediately so that we can correct the error. You can call us at 1–800–945–6500 Monday through Friday from 8 a.m. – 5 p.m. We will be glad to transfer your service back to BellSouth.

We appreciate your business and welcome any opportunity to meet your communications needs in the future.

PARAH

Disconnect Letter When Switching Providers

(Date)

(Customer Name and Address)

Dear (name),

We recently received your request to switch your local phone service to another carrier. Because we value you as a customer, we're disappointed that you have selected another provider. However, your service has been transferred as per your request, and your final bill should reflect this change.

If you were unaware that we received a request to switch your service, please notify us of the problem so that we can correct it. You can call us at 1-800-733-3285, 24 hours a day, 7 days a week.

We thank you for your business and hope to have the opportunity to meet your communications needs again in the future.

Sincerely,

State Vice President and General Manager

Consumer Services