

Dorothy Menasco

080641

FPSC, CLK - CORRESPONDENCE

Administrative Parties Consumer**From:** Dorothy Menasco**Sent:** Friday, January 29, 2010 11:44 AM**To:** 'Hoke, Angela'**Cc:** Richard Tudor; Nonnye Grant**Subject:** RE: Order or Notice issued by the Public Service Commission (Email ID = 340497)DOCUMENT NO. 01162-09

DISTRIBUTION: _____

Ms. Hoke,

Your request has been forwarded to the Division of Service, Safety and Consumer Assistance. For future reference, please direct comments to contact@psc.state.fl.us. If you file attached documents to be placed in a specific docket file, you may file them at filings@psc.state.fl.us.

Please feel free to contact our office if you have any questions. Thank you for your help.

Dorothy Menasco
Chief Deputy Commission Clerk
Florida Public Service Commission
Office of Commission Clerk
850-413-6770

From: Hoke, Angela [mailto:Angela.Hoke@birch.com]
Sent: Friday, January 29, 2010 9:08 AM
To: Dorothy Menasco
Subject: RE: Order or Notice issued by the Public Service Commission (Email ID = 340497)

DOCKET NO. 080641-TP States there is a new report that all telecommunications companies must submit beginning Q1 2010. I cannot find a report on your website that corresponds.

From: Dorothy Menasco [mailto:DMenasco@PSC.STATE.FL.US]
Sent: Friday, January 29, 2010 7:36 AM
To: Hoke, Angela
Cc: Cathi Lindsley; Katie Ely
Subject: FW: Order or Notice issued by the Public Service Commission (Email ID = 340497)

Ms. Hoke,

By the date the indicated in red below, the order or notice was issued in October of 2009. Please provide further information as to what report you are in need of, and what docket, if any, it is related to. Thank you for your help.

Dorothy Menasco
Chief Deputy Commission Clerk
Florida Public Service Commission
Office of Commission Clerk
850-413-6770

From: Hoke, Angela [mailto:Angela.Hoke@birch.com]
Sent: Thursday, January 28, 2010 12:23 PM

1/29/2010

To: Commission Clerk

Subject: RE: Order or Notice issued by the Public Service Commission (Email ID = 340497)

Where do I find a copy of this report that will be due for 1st quarter?

From: Commission Clerk [mailto:CommissionClerk@psc.state.fl.us]

Sent: Friday, October 02, 2009 12:43 PM

Subject: Order or Notice issued by the Public Service Commission (Email ID = 340497)

The attached order or notice has been issued by the Public Service Commission.

If you have any problems opening this attachment, please contact the Office of Commission Clerk by reply email or at 850-413-6770.

When replying, please do not alter the subject line; as it is used to process your reply.

Thank you.

**Pennington
Moore
Wilkinson
Bell &
Dunbar** PA.
ATTORNEYS AT LAW
www.penningtonlaw.com

080641-TP

RECEIVED-FPSC
09 SEP 18 AM 9:50
COMMISSION
CLERK

Howard E. "Gene" Adams
Attorney at Law
(850) 222-3533
gene@penningtonlaw.com

CMS Updated by
D. Menasco on
9/18/09

September 15, 2009

Ms. Ann Cole
Public Service Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Easley Building, Room 110
Tallahassee, FL 32399-0850

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 01162-09
DISTRIBUTION: _____

RECEIVED-FPSC
09 SEP 18 PM 2:10
COMMISSION
CLERK

Re: tw telecom of florida

Dear Ms. Cole:

Please note for your records that our law firm continues to represent tw telecom of florida, l.p.

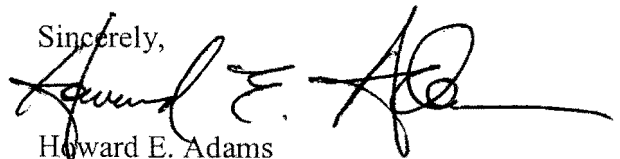
Mrs. Carolyn Ridley, Vice President for Governmental Affairs also represents tw telecom of florida, l.p. and receives e-mails and mailings from your office.

She has asked me to ask that you please delete from the data base the notices which are currently being sent to Time Warner Telecom of Florida. The corporation changed its name to tw telecom of florida, l.p. approximately two years ago. Please delete the Time Warner Telecom of Florida records in the data which should save resources and postage for the Florida Public Service Commission. Please continue to send notices to Ms. Carolyn Ridley for tw telecom of florida, l.p. at the following address:

Carolyn Ridley, VP Governmental Affairs
tw telecom of florida, l.p.
555 Church Street; Suite 2300
Nashville, TN 37219
Carolyn.Ridley@twtelecom.com

COM _____
ECR _____
GCL /
OPC _____
RCP /
SSC /
SGA _____
ADM _____
CLK /

Please let me know if I can be of further assistance in this matter.

Sincerely,

Howard E. Adams
Attorney for tw telecom of Florida, l.p.

HEA/kra
Ann Cole Ltr. 09-11-09

Sprint



Together with NEXTEL

Sprint Nextel
233 Peachtree Street, N.E.
Suite 2200, Atlanta, GA 30303
Office: (404) 649-0003 Fax: (404) 649-0009

Douglas C. Nelson
Attorney, State Regulatory Affairs

February 27, 2009

VIA FEDEX

Ms. Ann Cole
Commission Clerk
Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RECEIVED--FPSC
09 MAR -2 PM 2:44
COMMISSION
CLERK

080641

RE: Notice of change of contact telephone numbers for Sprint Nextel's State Regulatory offices

Dear Ms. Cole:

The purpose of this letter is to inform you that effective March 13, 2009, Sprint Nextel's State Regulatory Affairs group in Atlanta will have new telephone numbers. On and after March 13, you can reach us at the following numbers:

Doug Nelson: 404-649-8983
Bill Atkinson: 404-649-8981
Main Office #: 404-649-8984
Office fax #: 404-649-8980

Please continue to forward all correspondence, pleadings, etc., for Sprint Communications Company Limited Partnership, Sprint Spectrum, Limited Partnership, and Sprintcom, Inc. d/b/a Sprint PCS, Nextel South Corp., and NPCR, Inc. d/b/a Nextel Partners to me at the following address:

Sprint Nextel
233 Peachtree Street, N.E.
Suite 2200
Atlanta, Georgia 30303
Douglas.c.nelson@sprint.com

Enclosed are the original and seven (7) copies of this letter. I have also included an extra copy, which I would ask that you please date stamp and return to me in the enclosed reply envelope. Thank you for your assistance, and please call me if you should have any questions.

Sincerely,

Douglas C. Nelson

cc: All Commissioners, Beth Salak, Rick Moses
Marsha Rule, Esq.
Bill Atkinson, Esq.

Dunk
3/17/09
10M

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 01162-09
DISTRIBUTION: _____

Kimberley Pena

From: Kimberley Pena
Sent: Monday, February 16, 2009 10:08 AM
To: 'cwacouncil@earthlink.net'
Cc: Katie Ely
Subject: FW: Docket No. 080641-TP Comments
Attachments: Docket No. 080641-TP Comments PSC.doc

PARTIES

Tracking:	Recipient	Delivery
	'cwacouncil@earthlink.net'	
	Katie Ely	Delivered: 2/16/2009 10:08 AM

To Whom it may concern:

We are in receipt of your attached e-mail. Since this e-mail was sent to the request e-mail address, rather than the Filings e-mail address, it will be placed in the correspondence side of the docket. If you are interested in this document to be officially filed in the docket, please resend your e-mail, along with the attachments to filings@psc.state.fl.us.

Thank you for contacting the Florida Public Service Commission.

Kimberley M. Peña
 Chief Deputy Commission Clerk
 Office of Commission Clerk
 Florida Public Service Commission
 2540 Shumard Oak Blvd.
 Tallahassee, FL 32399-0850
 (850) 413-6770

From: CWA Council [mailto:cwacouncil@earthlink.net]
Sent: Friday, February 13, 2009 5:02 PM
To: Records Clerk
Subject: Docket No. 080641-TP Comments

Clerk,

Please accept the attached comments on 2 pages in Attachment

Re: Docket No. 080641-TP - Initiation of rulemaking to amend and repeal files in Chapters 25-4 and 25-9, F.A.C., pertaining to telecommunications.

Docket No. 080159-TP - Joint petition to initiate rulemaking to adopt new rule in Chapter 25-24, F.A.C., amend and repeal Rules in Chapter 25-4, F.A.C., and amend rules in Chapter 25-9, F.A.C., by Verizon Florida LLC, BellSouth Telecommunications, Inc. d/b/a AT&T Florida, Embarq Florida, Inc., Quinye Telephone Company d/b/a TDS Telecom, and Windstream Florida, Inc.

DOCUMENT NUMBER-DATE

01162 FEB 16 8

2/16/2009

FPSC-COMMISSION CLERK

COMMUNICATIONS WORKERS of AMERICA

COUNCIL OF FLORIDA

CWA COUNCIL OF FLORIDA PO BOX 1766 Pompano Bch. Fla. 33061

Matthew M. Carter II, Chairman
Lisa Polak Edgar
Katrina J. McMurrin
Nancy Argenziano
Nathan A Skop

Re: Docket No. 080641-TP - Initiation of rulemaking to amend and repeal rules in Chapters 25-4 and 25-9, F.A.C., pertaining to telecommunications.
Docket No. 080159-TP - Joint petition to initiate rulemaking to adopt new rule in Chapter 25-24, F.A.C., amend and repeal Rules in Chapter 25-4, F.A.C., and amend rules in Chapter 25-9, F.A.C., by Verizon Florida LLC, BellSouth Telecommunications, Inc. d/b/a AT&T Florida, Embarq Florida, Inc., Quiney Telephone Company d/b/a TDS Telecom, and Windstream Florida, Inc.

The majority of our testimony was about the backbone of communications in the State of Florida. Maintenance of the backbone is in the interest of all Citizens called: consumers of communication. Florida's economy and businesses that depend on communications have a stake in the quality of the infrastructure, and maintenance of the communications backbone. Residential customers like most businesses depend upon the use of the backbone for business and security not as a luxury. Eliminating the needed oversight of the infrastructure should not be in question at a time when citizens are calling for better oversight of American industry. The changes that are proposed both in Docket No. 080159-TP, and Docket No. 080641-TP, along with Docket 000121A, SEEM, combined, may, maintain the maintenance, trouble reporting, and held orders of the backbone, which is in the interest of competition and important to the consumers, residence and business, retail and wholesale. We disagree with any rule that does not sustain oversight of maintenance of the infrastructure, of communications in Florida

We believe the following should be retained as my workers have reported disconnect in error, not the fault of the customer, not the circumstance of an unpaid bill, but a true disconnect in error can sometimes take up to 2-4 weeks to remedy. This time period for a small business or a residential customer unless it is a facility problem, is unacceptable.

Retain

25-4.070 Customer Trouble Reports for Residence Service.

(1) (c) If service is discontinued in error by the telephone company, the service shall be restored without undue delay, and clarification made with the subscriber to verify that service is restored and in satisfactory working condition.

(5) Repeat Trouble: Each telephone company shall establish procedures to insure the prompt investigation and correction of repeat trouble reports such that the percentage of repeat troubles will not exceed 20 percent of the total initial customer reports in each exchange when measured on a monthly basis. A repeat trouble report is another report involving the same item of plant within 30 days of the initial report.

There is one item that is deeply troubling to industry workers that we must bring to the forefront again as we have consistently during PSC Meetings. The general public, the average citizen or worker has had no input into the entire process, except for one Consumer Organization. The Public Service Commission, itself, can testify that when the consumers are asked for comment the halls around the state fill with citizens. Before competition the PSC was arbitrator between rate payers, (consumers), and the industry, but when competition was introduced the PSC changed to arbitrator between industries. The only safety net for the consumers is the PSC Public Council, and in the case of these Dockets in question, Florida's Attorney General was involved for the citizens' security.

As a participant in the Legislative process when the Consumer Information legislation was being drafted into law (s.364), the discussions not only spoke about slamming, cramming, lifeline and Linkup services, but, it was to be used as a way to let the consumers know what changes were happening in an ever changing industry. Keeping the citizens informed was the intent. The Docket does away with that intent, and leaves the average consumer in the dark without a reliable state communication education source.

The Communications Workers of America Council of Florida extends gratitude to the Public Service Commission, your, WONDERFULL Staff, and all involved for allowing our voice to be heard on such important subjects of rule, not only in behalf of our Members but for the citizenry as a whole.

In Unity,
Gail Marie Perry
Chairman, CWA
Council of Florida
954 850-4055

****CLK OFFICIAL DOCUMENT...**b>**

Kimberley Pena

From: postmaster@PSC.STATE.FL.US
Sent: Monday, February 16, 2009 10:08 AM
To: Kimberley Pena
Subject: Delivery Status Notification (Relay)

Attachments: ATT66093.txt; FW: Docket No. 080641-TP Comments



ATT66093.txt (242 B) FW: Docket 080641-TP Com

This is an automatically generated Delivery Status Notification.

Your message has been successfully relayed to the following recipients, but the requested delivery status notifications may not be generated by the destination.

cwacouncil@earthlink.net