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March 15, 1993

Mr. Steve C. Tribble  
Director, Division of Records & Reporting  
Florida Public Service Commission  
101 East Gaines Street  
Tallahassee, Florida 32301

Re: Docket No. 900960-TL (920260)

Dear Mr. Tribble:

Enclosed for filing in the above-referenced docket, please find an original and fifteen copies of Southern Bell Telephone and Telegraph Company's Report in Response to Order No. 24041 in Docket No. 900960-TL.

ACK ✓          A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me.  
AFA          Copies have been served on the parties shown on the attached  
APP          Certificate of Service.

CIF         

CMT         

CHR         

EAG         

LEG         

LIN          HRA:jn  
OPC          Enclosure

RCH          cc: Mr. A. M. Lombardo  
SEC          Mr. R. D. Lackey  
WIS          Parties of Record

OTR           
RECEIVED & FILED

29  
FPSC-BUREAU OF RECORDS

Sincerely,

*Harris R. Anthony*  
Harris R. Anthony  
(22)

DOCUMENT NUMBER-DATE

02795 MAR 15 83

FPSC-RECORDS/REPORTING

**CERTIFICATE OF SERVICE**

**Docket No. 920260-TL**

**Docket No. 900960-TL**

**Docket No. 910163-TL**

**Docket No. 910727-TL**

I HEREBY CERTIFY that a copy of the foregoing has been  
furnished by United States Mail this *15<sup>th</sup>* day of *March*, 1993  
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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into Southern ) Docket No. 900960-TL  
Bell Telephone and Telegraph )  
Company's Non-Contact Sales ) Filed: March 15, 1993  
Practices )  
\_\_\_\_\_ )

**SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY'S  
REPORT IN RESPONSE TO ORDER NO. 24041**

COMES NOW Southern Bell Telephone and Telegraph Company ("Southern Bell" or "Company"), and files this Report in Response to Order No. 24041 of the Florida Public Service Commission (the "Commission").

In its Order No. 24041, dated January 28, 1991, the Commission required Southern Bell to provide a weekly report reflecting certain information related to Southern Bell's investigation into its non-contact sales practices. The 109th such report is due March 15, 1993. Set forth below is Southern Bell's response to the information requested in the 109th report.

1. Request: The number and amount of refunds made to customers broken down by: the amount of the refund per customer; customer location (exchange); services removed/refunded; and duration of period for which refund was required.

Response: Southern Bell has made additional refunds to various customers. It is currently in the process of determining the number and amount of refunds as required by the order. This information will be provided to the Commission as soon as it is available.

2. Request: The number and level of all employees involved in any disciplinary actions taken by the Company.

DOCUMENT NUMBER-DATE  
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Response: No new information is available.

3. Request: Copies of all internal and external correspondence dealing with Southern Bell's non-contact sales practices investigation.

Response: No new information is available.

Respectfully submitted,

ATTORNEYS FOR SOUTHERN BELL  
TELEPHONE AND TELEGRAPH COMPANY

  
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