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March 16, 1993

Steve Tribble, Director  
Division of Records and Reporting  
Florida Public Service Commission  
101 East Gaines Street  
Tallahassee, FL 32399-0850

Re: Docket No. 920260-TL

Dear Mr. Tribble:

Enclosed for filing in the above-referenced docket on behalf of the Citizens of the State of Florida are the original and 15 copies of the Citizens' Response to Southern Bell's Motion to Re institute Customer Credit.

Please indicate the time and date of receipt on the enclosed duplicate of this letter and return it to our office.

ACK	✓
AFA	3
APP	_____
C/F	_____
CMU	_____
CTR	_____
EAG	_____
LES	1
LII	6
OPD	_____
R/H	_____
SEC	1
W/S	_____
OTH	_____

Sincerely,

*Charles J. Beck*  
Charles J. Beck  
Deputy Public Counsel

Enclosure

FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE  
02860 MAR 16 83  
FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

Comprehensive Review of the )  
Revenue Requirements and Rate ) Docket No. 920260-TL  
Stabilization Plan of Southern ) Date filed: March 16, 1993  
Bell Telephone and Telegraph )  
Company )  
\_\_\_\_\_ )

**CITIZENS' RESPONSE TO SOUTHERN BELL'S  
MOTION TO REINSTITUTE CUSTOMER CREDIT**

The Citizens of Florida ("Citizens"), by and through Jack Shreve, Public Counsel, file this response to and concurrence with the motion to reinstitute customer credit filed by BellSouth Telecommunications, Inc., d/b/a/ Southern Bell Telephone and Telegraph Company ("Southern Bell") on March 9, 1993.

1. The Citizens commend Southern Bell for proposing to reinstitute a monthly credit on customers' bills.

2. Almost two years ago the Citizens filed a motion to reduce rates and refund money.<sup>1</sup> While opposed by Southern Bell at that time, the motion reflected the fact that the Commission had never fully reduced rates to the level required by its decisions in docket 880069-TL. Southern Bell attempted to use customers' money to finance a "special needs" network instead of returning the money

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<sup>1</sup> Citizens' Motion to Reduce Rates and Refund Money filed April 10, 1991.

to customers, but the Commission rejected that. By order 25367 issued November 11, 1991, the Commission ordered the refund of over \$100 million dollars to account for overcharges through the end of 1991. In addition, to prevent accumulation of other undeserved funds, the Commission instituted a monthly credit during 1992 by order no. 25558 issued January 2, 1992.

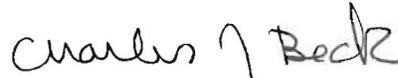
3. At one point Southern Bell attempted to prematurely terminate the credit. Its "motion to apply funds" filed August 14, 1992, would have taken the credit as an offset to refinancing costs. The Commission, however, rejected that attempt to take customers' money.

4. Now that the rate case has been postponed, Southern Bell proposes to reinstitute the credit. We concur.

WHEREFORE, the Citizens concur with the motion to reinstitute customer credit filed by Southern Bell on March 9, 1993.

Respectfully submitted,

Jack Shreve  
Public Counsel



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Attorneys for the Citizens of  
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**CERTIFICATE OF SERVICE**  
**DOCKET NO. 920260-TL**

I HEREBY CERTIFY that a copy of the foregoing has been furnished by U.S. Mail or hand-delivery to the following parties on this 16th day of March, 1993.

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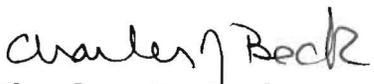
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