

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of show cause ) DOCKET NO. 920702-TL  
proceedings against UNITED ) ORDER NO. PSC-92-1261-FOF-TL  
TELEPHONE COMPANY OF FLORIDA ) ISSUED: 11/03/92  
for charging rates in excess of )  
its approved tariff. )  
\_\_\_\_\_ )

The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK  
J. TERRY DEASON  
BETTY EASLEY  
LUIS J. LAUREDO

ORDER CLOSING DOCKET

BY THE COMMISSION:

In March of 1992, the Commission received a complaint from George Sands of Fort Myers regarding his bill from United Telephone Company. Mr. Sand had requested a telephone line terminal to be relocated at his premises. The bill for this included a premises visit charge of \$10.00 and an access line charge of \$30.00. Both rates are in the Company's approved General Exchange Tariff. However, the access line rate is inapplicable when the Company relocates a telephone network protector or makes other rearrangements described under the premises visit charge.

We requested that United perform a selective audit of premises visit charge orders to determine if other customers had been overcharged under similar circumstances. By this audit, United identified 580 customers who were overcharged a total amount of \$18,830.00. The Company has refunded this amount to the affected customers.

We were concerned that the overbilling problem might be more widespread. Therefore, on July 7, 1992, we requested the Company to perform an audit of its tariffs and billing system to identify any overcharges, and to determine what changes might be appropriate to ensure that customers are accurately billed. The Company's response indicates that:

- a. The overbilling of \$18,830 occurred due to the high number of tariff changes made in a very short period of time following United's 1990 rate case (approximately 700 changes).
- b. A new procedure has been implemented to place additional controls on tariff changes in rate cases and other major tariff/rate changes.

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- c. There were two exchanges with additional rating discrepancies. The North Captiva Island residential rate for Key Rotary Access was being billed at \$41.30 instead of the correct tariff rate of \$23.45. However, no overcharges occurred as there were no subscribers. The other rating error occurred when three customers were overbilled a total of \$112.44 in Bonita Springs when they were billed under an optional calling plan instead of the \$.25 message rate plan. Refunds have been issued. The error occurred when the recent message rate customers were inadvertently missed during a cutover to the \$.25 plan.

Upon review, we find that the Company has taken the necessary steps to make refunds and to implement controls to prevent additional billing problems. A fine is not appropriate given the small magnitude of the problem and slight revenue effects of the Company's actions, coupled with the Company's response and cooperation. This finding is limited to the specific facts of this case.

Based upon the foregoing it is

ORDERED by the Florida Public Service Commission that no further action is required in this docket. The docket is hereby closed.

By ORDER of the Florida Public Service Commission this 3rd day of November, 1992.

  
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STEVE TRIBBLE, Director  
Division of Records and Reporting

( S E A L )

CWM

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

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The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or sewer utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Civil Procedure. The notice of appeal must be in the form specified in Rule 9.900 (a), Florida Rules of Appellate Procedure.