

State of Florida



Public Service Commission

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DATE: December 3, 1993
TO: All Parties of Record
FROM: Angela B. Green, Staff Attorney
RE: Dockets Nos. 920260-TL, 910163-TL, 910727-TL, 900960-TL, and 911034-TL

On November 22, staff filed the direct testimony of a number of witnesses. It now appears that we included a defectively copied page on a number of copies of the testimony that we filed for Carl S. Vinson, Jr. in Docket No. 900960-TL. Attached please find a Corrected Page 6 to the Direct Testimony of Carl Vinson, Jr. in Docket No. 900960-TL. Please check your copy of this testimony and replace your Page 6 with this Page 6, if necessary. We understand that not all of the copies were defective.

We regret any inconvenience that this error may have caused. Please do not hesitate to call upon me if I can be of any assistance to you in this or any other matter.

cc: Division of Communications (Norton)
Division of Auditing and Financial Analysis (Johe)
Division of Records and Reporting

vinmemo.abg

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1 spot checks conducted for control purposes.

2 Q. What conclusions regarding Southern-Bell Florida's contact sales methods
3 and procedures have you reached based upon these findings?

4 A. In my opinion, Southern Bell's procedures and controls relating to the
5 sales channels examined in the audit adequately comply with applicable FPSC
6 rules and provide for fair treatment of customers and competitors. Improved
7 controls, implemented within the past two years, have increased the Company's
8 ability to detect and deter improper sales activity.

9 Q. Since completing the Non-Contact Sales Incentive Program Controls audit
10 report in February 1993, have you become aware of any information that would
11 cause you to change this report's findings or conclusions?

12 A. No. Since that date, I have attended additional depositions of Southern
13 Bell employees, and have reviewed Southern Bell's responses to discovery. In
14 addition, some of the information I gathered in conducting the Contact Sales
15 Methods and Procedures audit also pertained to Southern Bell's non-contact
16 sales incentive programs. However, this additional information does not alter
17 the validity of the conclusions and findings presented in the Non-Contact
18 Sales Incentive Program Controls audit report.

19 Q. Does this conclude your testimony?

20 A. Yes.

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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Comprehensive review of revenue requirements and rate stabilization plan of SOUTHERN BELL.)	DOCKET NO. 920260-TL
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In Re: Investigation into the integrity of SOUTHERN BELL'S repair service activities and reports.)	DOCKET NO. 910163-TL
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In Re: Investigation into SOUTHERN BELL'S compliance with Rule 25-4.110(2), F.A.C., Rebates.)	DOCKET NO. 910727-TL
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In Re: Show cause proceeding against SOUTHERN BELL for misbilling customers.)	DOCKET NO. 900960-TL
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)	
In Re: Request by Broward Board of County Commissioners for extended area service between Ft. Lauderdale, Hollywood, North Dade and Miami.)	DOCKET NO. 911034-TL
)	FILED: December 3, 1993
)	
)	

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that true and correct copies of the Memo to All Parties of Record along with Corrected Page 6 for the previously filed Direct Testimony of Carl S. Vinson, Jr. in Docket No. 900960-TL have been furnished, by U.S. Mail, this 3rd day of December, 1993, to the following:

CERTIFICATE OF SERVICE

DOCKETS NOS. 920260-TL, 910163-TL, 910727-TL, 900960-TL, 911034-TL

R. Douglas Lackey
Harris R. Anthony
J. Phillip Carver
Southern Bell Telephone &
Telegraph Company
c/o Marshall M. Criser, III
150 S. Monroe St., Ste. 400
Tallahassee, FL 32301

Michael A. Gross
Assistant Attorney General
Special Projects Section
Department of Legal Affairs
P1-01 The Capitol
Tallahassee, FL 32399-1050

Joseph P. Gillan
J.P. Gillan & Associates
P.O. Box 541038
Orlando, FL 32854-1038

C. Everett Boyd, Jr.
Ervin, Varn, Jacobs,
Odom & Ervin
P.O. Drawer 1170
Tallahassee, FL 32302

Joseph A. McGlothlin
Vicki Gordon Kaufman
McWhirter, Grandoff & Reeves
315 S. Calhoun St., Ste. 716
Tallahassee, FL 32301

Chanthina R. Bryant
Sprint
3065 Cumberland Circle
Atlanta, GA 30339

Laura L. Wilson
Florida Cable Television
Association, Inc.
P.O. Box 10383
310 North Monroe Street
Tallahassee, FL 32302

Charles J. Beck
Deputy Public Counsel
Office of the Public Counsel
c/o The Florida Legislature
111 W. Madison Street
Room 812
Tallahassee, FL 32399-1400

Michael W. Tye
AT&T Communications of the
Southern States, Inc.
106 East College Avenue
Suite 1410
Tallahassee, FL 32301

Richard D. Melson
Hopping, Boyd, Green & Sams
P.O. Box 6526
Tallahassee, FL 32314

Michael J. Henry
MCI Telecommunications Corp.
780 Johnson Ferry Road
Suite 700
Atlanta, GA 30342

Monte Belote
Florida Consumer Action
Network
4100 W. Kennedy Blvd., #128
Tampa, FL 33609

Douglas S. Metcalf
Communications Consultants, Inc.
P.O. Box 1148
Winter Park, Florida 32790-1148

Mr. Lance C. Norris, Pres.
Florida Pay Telephone
Association, Inc.
315 South Calhoun Street
Suite 710, Barnett Bank Bldg.
Tallahassee, FL 32301

CERTIFICATE OF SERVICE

DOCKETS NOS. 920260-TL, 910163-TL, 910727-TL, 900960-TL, 911034-TL

Cecil O. Simpson, Jr.
Peter Q. Nyce, Jr.
Regulatory Law Office
Office of The Judge
Advocate General
Department of the Army
901 North Stuart Street
Arlington, VA 22203-1837

Dan B. Hendrickson
P.O. Box 1201
Tallahassee, FL 32302

Donald L. Bell
104 East Third Ave.
Tallahassee, FL 32303

Michael Fannon
Cellular One
2735 Capital Circle, NE
Tallahassee, FL 32308

Benjamin H. Dickens, Jr.
Blooston, Mordkofsky,
Jackson & Dickens
2120 L Street, N.W.
Washington, D.C. 20037

Floyd R. Self
Kenneth A. Hoffman
Messer, Vickers, Caparello,
Madsen & French, P.A.
P.O. Box 1876
Tallahassee, FL 32303-1876

David M. Wells
Robert J. Winicki
William S. Graessle
Mahoney, Adams & Criser
P.O. Box 4099
Jacksonville, FL 32201

Robert Hoeynck
Assistant County Attorney
Broward County Board
of Commissioners
115 S. Andrew Avenue
Suite 423
Ft. Lauderdale, FL 33301



Angela B. Green
Staff Counsel

Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399-0863
(904) 487-2740