



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE : July 21, 1999

TO : Mary Bane, Deputy Executive Director

FROM : Division of Legal Services(Cox) *WPC*
 Division of Telecommunications(Johnson) *req*

RE : Docket No. 990762-TC - Initiation of show cause proceedings against Coin-Tel, Inc. for apparent violation of Rule 25-24.515, F.A.C., Pay Telephone Service

July 27, 1999, Agenda Conference - Item 25 - Request for Deferral

On July 20, 1999 staff received a request for deferral of Item No. 25, Docket No. 990762-TC, from Coin-Tel, Inc. Coin-Tel stated that they would like to offer a settlement. In view of Coin-Tel's request for settlement, staff supports the request for deferral.

cc: Division of Legal Services
Division of Telecommunications

DOCUMENT NUMBER - DATE

08920 JUL 28 99

FPSC RECORDS/REPORTING

Recommend Approval
MAB
7/22/99

OK RS for
Ch. Garcia
7-22-99

AFA _____
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R E C E I V E

JUL 22 1999

DEPUTY EXECUTIVE DIRECTOR



Coin - Tel, Inc.

"The Most Dependable Name in Pay Phones"

July 20, 1999

Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Attn: Elaine Johnson

RE: Docket No. 990762-TC

Dear Elaine:

Coin-Tel, Inc. is requesting a deferral for the agenda on the July 27, 1999 Commission Conference so that we may submit a settlement to the staff.

Sincerely,

A handwritten signature in cursive script that reads "Maria Albanese".

Maria A. Albanese

Coin-Tel, Inc.



Coin - Tel, Inc.

"The Most Dependable Name in Pay Phones"

July 20, 1999

Florida Public Service Commission
Capital Circle Office Center
2450 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Attn: Elaine Johnson

Coin-Tel, Inc. is settling in the amount of \$100.00 in regards to the violation of Rule 25-24.515 (8).

Coin-Tel, Inc. will conduct an investigation of all their payphones to ensure that they are in compliance with the Florida Administrative Codes for Pay Telephone Service.

If we are unclear regarding any violations in the future, Coin-Tel, Inc. will contact the Florida Public Service Commission Research Assistant in the Bureau of Service Evaluation to indicate that our technicians could not duplicate the problem and/or to get clarification of the violation in question.

At the time of the violation, Coin-Tel, Inc. tested the payphone in question and could not duplicate the problem. We did additional testing on Coin-Tel's other payphones in the area and discovered there existed an intermittent problem with the 211 service.

Upon further investigation, we determined the problem lies with our OSP Cleartel Communications. We reported this to Cleartel who in turn indicated that the problem occurred because they had been understaffed. To alleviate the unanswered 211 phone calls, they have hired additional workers to handle the workload.

Coin-Tel, Inc. has subsequently randomly tested our payphones and found this has resolved the problem.

Should you have additional questions or require other information, please contact me at (813) 886-3007.

Sincerely,

A handwritten signature in cursive script that reads "Maria Albanese".

Maria A. Albanese

Coin-Tel, Inc.

5122 West Knox Street • Tampa, Florida 33634
(813) 886-3007 • Fax: (813) 889-8456