



# Telephone Operating Systems Inc.

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800-635-6028

**ORIGINAL  
FILE COPY**

July 26, 1991

*910694-TC*

Mr. Steve Tribble, Director  
State of Florida, Public Service Commission  
101 East Gaines Street  
Fletcher Building  
Tallahassee, Florida 32399-0870

Dear Mr. Tribble:

We received your letter of July 19, 1991. Telephone Operating Systems has over 600 payphones installed in Florida. Over the past (3) years we have received and responded to approximately 30 Service Evaluations, without any problems.

We have a copy of your May 1, 1991 letter, and took steps to correct the deficiencies listed. However, we neglected to send you a reply. Although someone in Atlanta signed for your May 29, 1991 certified letter, we cannot find it. Because of the unusual items mentioned, ie. dumpster, sand pile, etc., either Larry Perry, our Service Vice President or I, would recall having seen it; neither of us does. If we had, we certainly would have responded, and now that we have seen it, we will immediately respond.

Recent FCC rulings, added to our PSC requirements, phone bills, collection reports, service calls, site commissions, etc. create an unbelievable amount of paperwork. We do our best, but since we can only afford a limited number of clerical personnel, errors occasionally occur.

Our policy has always been to promptly respond in full to your Evaluations, pay our semi-annual regulatory assessment fee, etc. Since our error was completely unintentional, in lieu of a fine or action regarding our certification, I'd very much appreciate your treating this instance as a strong warning.

If we ever fail to respond to any of your requirements, please call me personally at 800-635-6028. Thank you very much.

Sincerely,

Robert C. Dickhaus  
President

cc: John Adams  
Rick Moses  
Larry Perry

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