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Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

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RECORDS AND
REPORTING

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DATE: JULY 15, 1999

TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYÓ)

FROM: DIVISION OF LEGAL SERVICES (COX) *WR*
DIVISION OF COMMUNICATIONS (WILLIAMS) *CB*

RE: **DOCKET NO. 981488-TI** - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST ACCUTEL COMMUNICATIONS, INC. FOR UNLAWFUL BILLING PRACTICES IN VIOLATION OF SECTION 364.10 (1) AND SECTION 364.604 (2), FLORIDA STATUTES, AND FOR INSUFFICIENT MANAGEMENT CAPABILITY PURSUANT TO SECTION 364.337(3), FLORIDA STATUTES

AGENDA: 06/29/99 - ISSUE 1, 2 - SHOW CAUSE - INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\CMU\WP\981488TI.RCM

CASE BACKGROUND

Accutel Communications, Inc. (Accutel) received certificate number 4854 on May 13, 1997, to provide intrastate interexchange telecommunications service. As a certificated telecommunications company, Accutel is subject to the regulations of this Commission.

Thereafter, from September 30, 1997, through May 6, 1999, the Commission's Division of Consumer Affairs has received 171 consumer complaints against Accutel. These complaints were closed by the Division of Consumer Affairs, with the concurrence of

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telecommunications staff, as unauthorized charges (cramming) in apparent violation of Sections 364.10 (1) and 364.604 (2), Florida Statutes. Accutel has offered little to no explanation as to the genesis and nature of the \$4.95 charges that appear on the customers' telephone bills as a service rendered by Accutel. Accutel, however, has provided refunds or credits in the amount of \$2,440.81 for 155 apparent cramming violations closed by the Division of Consumer Affairs. Attached are a list of these complaints. (See Attachment A.)

Therefore, it appears that Accutel is subjecting hardship and prejudice to its Florida customers. Further, indications are that it is knowingly and willfully submitting unauthorized charges (cramming) to consumer telephone bills. These apparent violations indicate that Accutel has not established sufficient safeguards to protect consumers from unauthorized charges; therefore, staff believes the following recommendations are appropriate.

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission order Accutel to show cause why it should not be fined \$10,000 per violation for a total of \$1,710,000 for apparent failure to comply with Sections 364.10 (1) and 364.604 (2), Florida Statutes, Undue Advantage to Person or Locality Prohibited, and Billing Practices?

RECOMMENDATION: Yes. The Commission should order Accutel to show cause in writing within 21 days of the issuance date of the order why it should not be fined \$10,000 per violation for a total of \$1,710,000 for apparent failure to comply with Sections 364.10 (1) and 364.604 (2), Florida Statutes. Any collected fine monies should be forwarded to the Office of the Comptroller for deposit in the state General Revenue Fund pursuant to Section 364.285(1), Florida Statutes. (Williams)

STAFF ANALYSIS: The Division of Consumer Affairs received its first cramming complaint against Accutel on September 30, 1997, just four months after Accutel received its certificate. Since that time, the Division of Consumer Affairs has closed a total of 171 consumer complaints against Accutel as apparent unauthorized charges (cramming) infractions through May 6, 1999.

All 171 complaints received from consumers identified in Attachment A include the following:

Unauthorized telephone charges from Accutel.

Accutel can give no explanation how the charges originated.

Accutel failed to properly explain its actions that resulted in the customer charges.

Section 364.10 (1), Florida Statutes, states:

(1) A telecommunications company may not make or give any undue or unreasonable preference or advantage to any person or locality or subject any particular person or locality to any undue or unreasonable disadvantage in any respect whatsoever.

By Accutel's actions, Florida customers stand in harm's way since it seems Accutel selects a telephone number at random, and "crams" charges to the consumer's bill. Staff believes that Accutel's operation seizes the opportunity that the consumer will not realize the charges are on their bills.

Section 364.604 (2), states:

(2) A customer shall not be liable for any charges for telecommunications or information services that the customer did not order or that were not provided to the customer.

The Division of Consumer Affairs requested proof of authorization on each of these complaints. In every case, no proof of authorization or origination of those charges was provided. It appears Accutel is charging customers for service not ordered or solicited. Therefore, staff concludes that Accutel has apparently violated both Sections 364.10 (1) and 364.604, (2), Florida Statutes.

Therefore, based on this information, staff believes that Accutel's conduct in providing telecommunications services is in apparent violation of Sections 364.10 (1) and 364.604 (2), Florida Statutes.

By Section 364.285, Florida Statutes, the Commission is authorized to impose a penalty of not more than \$25,000 for each day a violation continues, if such entity is found to have refused

day a violation continues, if such entity is found to have refused to comply with or to have willfully violated any lawful rule or order of the Commission, or any provision of Chapter 364.

Utilities are charged with knowledge of the Commission's rules and statutes. Additionally, "[i]t is a common maxim, familiar to all minds, that 'ignorance of the law' will not excuse any person, either civilly or criminally." Barlow v. United States, 32 U.S. 404, 411 (1833).

Staff believes that Accutel's apparent conduct in submitting unauthorized charges to consumer telephone bills has been "willful" in the sense intended by Section 364.285, Florida Statutes. In Order No. 24306, issued April 1, 1991, in Docket No. 890216-TL titled In re: Investigation Into The Proper Application of Rule 25-14.003, F.A.C., Relating To Tax Savings Refund for 1988 and 1989 For GTE Florida, Inc., having found that the company had not intended to violate the rule, the Commission nevertheless found it appropriate to order it to show cause why it should not be fined, stating that "In our view, willful implies intent to do an act, and this is distinct from intent to violate a rule." Thus, any intentional act, such as Accutel's conduct at issue here, would meet the standard for a "willful violation."

Based on the 171 complaints closed by the Division of Consumer Affairs as unauthorized charges (cramming), staff believes there is sufficient cause to order Accutel to show cause in writing within 21 days of the issuance date of the order why it should not be fined \$10,000 per infraction for a total of \$1,710,000 or have its certificate canceled for its apparent violations of Sections 364.10 (1) and 364.604(2), Florida Statutes.

ISSUE 2: Should the Commission order Accutel to show cause why it should not have Certificate Number 4854 revoked for apparent failure to demonstrate adequate management capability under the provisions of Section 364.337(3), Florida Statutes?

RECOMMENDATION: Yes. The Commission should order Accutel to show cause in writing within 21 days of the issuance date of the order why it should not have its certificate revoked for failure to comply with Section 364.337(3), Florida Statutes. (Williams)

STAFF ANALYSIS: Section 364.337 (3), Florida Statutes states:

(3) The commission shall grant a certificate of authority to provide intrastate interexchange telecommunications service upon a showing that the applicant has sufficient technical, financial, and managerial capability to provide such service in the geographic area proposed to be served.

As shown in Issue 1, in its response to all consumer complaints, Accutel failed to explain why and how charges appeared on each customer's bill, and Accutel has made no effort to correct the cause of the cramming complaints. It appears Accutel lacks managerial control and is disregarding Commission rules and regulations regarding its current operations. This pattern of conduct indicates Accutel has not established sufficient safeguards to protect consumers from unauthorized charges.

In light of the numerous complaints received from consumers on cramming and the apparent lack of management control within Accutel, it appears that Accutel has willfully violated Florida Statutes and Commission policy.

Pursuant to Section 364.285 (1), Florida Statutes, the Commission may impose a fine or revoke a certificate if a company fails to comply with Florida Statutes or Commission Rules and Orders. Accordingly, staff recommends that the Commission revoke certificate No. 4854.

ISSUE 3: Should this docket be closed?

RECOMMENDATION: If staff's recommendation in Issue 1 is approved, then Accutel will have 21 days from the issuance of the Commission's show cause order to respond in writing why it should not be fined in the amount proposed. If staff's recommendation in Issue 2 is approved, then Accutel will have 21 days from the issuance of the Commission's show cause order to respond in writing why it should not have its certificate revoked. If Accutel timely responds to the show cause order, this docket should remain open pending resolution of the show cause proceeding. If Accutel does not respond to the Show Cause Order, the fines should be deemed assessed. Staff recommends that if Accutel fails to respond to the Order to Show Cause, and the fines are not received within five business days after the expiration of the show cause response period then Accutel's certificate should be revoked as a result of Issue 2 and the fine assessed in Issue 1. This docket can then be closed administratively. If after reasonable efforts the Commission is unable to collect the fine, then it should be forwarded to the Comptroller's Office for collection. (Cox)

STAFF ANALYSIS: If staff's recommendation in Issue 1 is approved, then Accutel will have 21 days from the issuance of the Commission's show cause order to respond in writing why it should not be fined in the amount proposed. If staff's recommendation in Issue 2 is approved, then Accutel will have 21 days from the issuance of the Commission's show cause order to respond in writing why it should not have its certificate revoked. If Accutel timely responds to the show cause order, this docket should remain open pending resolution of the show cause proceeding. If Accutel does not respond to the Show Cause Order, the fines should be deemed assessed. Staff recommends that if Accutel fails to respond to the Order to Show Cause, and the fines are not received within five business days after the expiration of the show cause response period then Accutel's certificate should be revoked as a result of Issue 2 and the fine assessed in Issue 1. This docket can then be closed administratively. If after reasonable efforts the Commission is unable to collect the fine, then it should be forwarded to the Comptroller's Office for collection.

SPECIAL REQUEST REPORT

REPORT # 7 PRINTED ON: 07/02/1999

UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF COUNTY	COMPLAINT NO:	SAVINGS	CODE	DIV. PHONE
ACCUTEL COMMUNICATIONS, INC	SIMON, ELAINE	IS-09	09/30/1997	T	07/20/1998RWM	INR	188650I	35.42	TI622	(561)-589-0825
ACCUTEL COMMUNICATIONS, INC	CHAPMAN, SHARON	IS-09	05/04/1998	T	05/12/1998MEP	BRE	212196R	5.22	TI622	(407)-453-8516
ACCUTEL COMMUNICATIONS, INC	JONES, ROBIN	IS-09	05/11/1998	T	10/27/1998RWM	PLB	213080R	9.90	TI622	(561)-790-5432
ACCUTEL COMMUNICATIONS, INC	SUNVISTA	IS-09	05/15/1998	T	04/05/1999NJS	DADE	213714R	5.58	TI622	(305)-638-2020
ACCUTEL COMMUNICATIONS, INC	MOOTY, MIKE	IS-09	05/15/1998	L	11/16/1998VSM	SAR	213802R	9.90	TI622	(941)-379-0895
ACCUTEL COMMUNICATIONS, INC	HAGER, JOHN	IS-09	05/19/1998	T	05/28/1998SRG	SAR	214073R	9.90	TI622	(941)-922-5058
ACCUTEL COMMUNICATIONS, INC	WILSON, JOHN	IS-09	05/21/1998	T	04/05/1999NJS	LEON	214449R	0.00	TI622	(850)-656-5468
ACCUTEL COMMUNICATIONS, INC	FERLITA, JOANN C.	IS-09	05/21/1998	L	10/22/1998NCS	HILL	214459R	0.00	TI622	(813)-251-5150
ACCUTEL COMMUNICATIONS, INC	TACY, JAMES	IS-09	05/22/1998	T	07/13/1998RWM	PIN	214545I	0.00	TI622	(813)-398-0067
ACCUTEL COMMUNICATIONS, INC	SHERMAN, FRANCINE B.	IS-09	05/23/1998	T	04/05/1999NJS	DADE	214639I	0.00	TI622	(305)-559-4420
ACCUTEL COMMUNICATIONS, INC	MENGEL, LAURA	IS-09	05/26/1998	T	02/03/1999NJS	DADE	214738I	14.85	TI622	(305)-682-0725
ACCUTEL COMMUNICATIONS, INC	MACFARLANE, JOHN	IS-09	05/27/1998	T	04/05/1999JRD	PLB	214831R	19.80	TI622	(561)-968-8878
ACCUTEL COMMUNICATIONS, INC	WESTWOOD, MARY ANN	IS-09	05/27/1998	T	09/18/1998RWM	PLB	214864R	10.44	TI622	(561)-968-0710
ACCUTEL COMMUNICATIONS, INC	MCCARTHY, EDWARD	IS-09	05/27/1998	T	04/06/1999NJS	VOL	214948R	9.90	TI622	(407)-668-0091
ACCUTEL COMMUNICATIONS, INC	FITZGERALD, RAYMOND	IS-09	05/28/1998	T	10/14/1998NCS	PLB	215019I	4.95	TI622	(561)-968-8068
ACCUTEL COMMUNICATIONS, INC	JOHNSON, DONALD	IS-09	05/28/1998	L	04/05/1999SRG	OKE	215156I	24.80	TI622	(941)-763-1795
ACCUTEL COMMUNICATIONS, INC	HERNANDEZ, KERRY	IS-09	05/29/1998	T	06/17/1998KBB	DADE	215285I	4.95	TI622	(305)-949-5889
ACCUTEL COMMUNICATIONS, INC	GORGOL, RANDELL	IS-09	05/29/1998	L	04/05/1999JRD	BRE	215286R	22.86	TI622	(407)-253-6196
ACCUTEL COMMUNICATIONS, INC	BRYANT, SHIRLEY	IS-09	06/01/1998	L	07/01/1998JRD	ORN	215466R	4.95	TI622	(407)-380-1772
ACCUTEL COMMUNICATIONS, INC	MOSHER, FRANCIS	IS-09	06/01/1998	T	04/05/1999NJS	DADE	215478R	19.80	TI622	(305)-891-0871
ACCUTEL COMMUNICATIONS, INC	SUMMERS, KAREN	IS-09	06/01/1998	L	03/16/1999TVG	BAY	215492R	0.00	TI622	(850)-871-3609
ACCUTEL COMMUNICATIONS, INC	ROBERTS, RICHARD	IS-09	06/01/1998	T	04/05/1999CRP	VOL	215546R	4.95	TI622	(904)-677-5310
ACCUTEL COMMUNICATIONS, INC	SCHUTT, MARK	IS-09	06/03/1998	L	07/01/1998JRD	HILL	215755R	9.90	TI622	(813)-907-9566
ACCUTEL COMMUNICATIONS, INC	BANG, OLA	IS-09	06/03/1998	L	10/14/1998NCS	VOL	215818R	14.85	TI622	(904)-734-9232
ACCUTEL COMMUNICATIONS, INC	OMRAN, JEAN	IS-09	06/03/1998	T	04/05/1999CRP	VOL	215870R	24.75	TI622	(407)-860-4238
ACCUTEL COMMUNICATIONS, INC	DOUGLAS, TERRY	IS-09	06/03/1998	L	07/01/1998JRD	SEM	215872I	29.70	TI622	(407)-323-4925
ACCUTEL COMMUNICATIONS, INC	HOLLAND, SUSAN	IS-09	06/03/1998	T	12/12/1998TVG	MAN	215881R	29.90	TI622	(941)-792-3681
ACCUTEL COMMUNICATIONS, INC	LYONS, A. M.	IS-09	06/04/1998	T	07/23/1998KES	HILL	215952R	0.00	TI622	(813)-872-8752
ACCUTEL COMMUNICATIONS, INC	BRETTSCHEIDER, MYRON	IS-09	06/05/1998	T	10/15/1998NCS	PLB	216235I	4.95	TI622	(561)-642-0483
ACCUTEL COMMUNICATIONS, INC	VANZUIDEN, ANN	IS-09	06/09/1998	T	04/05/1999TVG	HILL	216547I	5.10	TI622	(813)-989-8037
ACCUTEL COMMUNICATIONS, INC	REYES, LOUISA	IS-09	06/09/1998	T	10/16/1998RWM	DADE	216550R	19.80	TI622	(305)-231-8689
ACCUTEL COMMUNICATIONS, INC	ASKEW, KRISTEN	IS-09	06/09/1998	T	04/06/1999CRP	BAY	216625I	19.80	TI622	(850)-747-8935
ACCUTEL COMMUNICATIONS, INC	TETENMAN, CY	IS-09	06/10/1998	T	04/06/1999JRD	DADE	216832I	138.48	TI622	(305)-274-1956
ACCUTEL COMMUNICATIONS, INC	UBERMAN, MYRA	IS-09	06/11/1998	T	08/11/1998CRP	PLB	216860I	14.85	TI622	(561)-687-9675
ACCUTEL COMMUNICATIONS, INC	TUELE, ROBERT	IS-09	06/12/1998	T	07/01/1998JRD	OKA	217001I	14.95	TI622	(850)-862-8808
ACCUTEL COMMUNICATIONS, INC	HARRELL, ANTHONY & SHERI	IS-09	06/12/1998	T	08/21/1998SRG	OSC	217041R	9.90	TI622	(407)-957-9422

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UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF COUNTY	COMPLAINT NO:	SAVINGS	CODE	DIV. PHONE
ACCUTEL COMMUNICATIONS, INC	PINCUS, SHARI	IS-09	06/12/1998	L	10/13/1998	NCS BRO	217056R	4.95	TI622	(954)-455-4725
ACCUTEL COMMUNICATIONS, INC	STEPHENS, A. L.	IS-09	06/12/1998	T	08/31/1998	RMM HEN	217094R	4.95	TI622	(941)-983-8041
ACCUTEL COMMUNICATIONS, INC	DUGMORE, KENNETH	IS-09	06/12/1998	T	08/26/1998	RMM BRO	217136R	9.90	TI622	(954)-421-8905
ACCUTEL COMMUNICATIONS, INC	MCCALL, VERA	IS-09	06/15/1998	T	08/10/1998	CRP BRO	217189R	19.80	TI622	(954)-584-5655
ACCUTEL COMMUNICATIONS, INC	MORGAN, WILLIAM	IS-09	06/15/1998	T	10/14/1998	NCS PLB	217202R	14.85	TI622	(561)-776-0040
ACCUTEL COMMUNICATIONS, INC	VAN HOOVER, BARBARA	IS-09	06/15/1998	T	04/05/1999	TVG ORN	217236I	0.00	TI622	(407)-277-8044
ACCUTEL COMMUNICATIONS, INC	PATTERSON, BRIAN	IS-09	06/16/1998	T	06/22/1998	MEP LEON	217342R	4.95	TI622	(850)-513-3178
ACCUTEL COMMUNICATIONS, INC	PETTERSON, JANICE	IS-09	06/16/1998	T	06/22/1998	MEP PLB	217386R	14.85	TI622	(561)-795-8874
ACCUTEL COMMUNICATIONS, INC	BERRY, DAVID	IS-09	06/18/1998	T	08/10/1998	CRP PLB	217614R	29.70	TI622	(561)-588-7573
ACCUTEL COMMUNICATIONS, INC	DIXIE LODGE	IS-09	06/18/1998	T	08/11/1998	CRP VOL	217677R	9.90	TI622	(904)-734-4830
ACCUTEL COMMUNICATIONS, INC	ROLAND, VERMA	IS-09	06/18/1998	T	10/29/1998	RMM PLB	217712R	24.75	TI622	(561)-622-5014
ACCUTEL COMMUNICATIONS, INC	NAVANI, HIRO	IS-09	06/19/1998	T	08/11/1998	CRP PLB	217762R	19.80	TI622	(561)-964-1666
ACCUTEL COMMUNICATIONS, INC	BRANTLEY-BROWN, BARBARA	IS-09	06/19/1998	T	10/14/1998	NCS BAY	217789R	14.85	TI622	(850)-913-0663
ACCUTEL COMMUNICATIONS, INC	MARTINEZ, ANTONIO	IS-09	06/19/1998	T	10/14/1998	NCS BRO	217812I	9.90	TI622	(954)-525-8463
ACCUTEL COMMUNICATIONS, INC	DARBEAU, BENETT	IS-09	06/19/1998	T	08/10/1998	CRP DADE	217833R	9.90	TI622	(305)-235-9376
ACCUTEL COMMUNICATIONS, INC	HICKS, WILLIAM	IS-09	06/22/1998	T	04/05/1999	CRP PLB	217899R	5.22	TI622	(561)-798-2109
ACCUTEL COMMUNICATIONS, INC	BUCK, JERRY	IS-09	06/22/1998	T	10/14/1998	NCS PIN	217978I	17.68	TI622	(813)-526-7198
ACCUTEL COMMUNICATIONS, INC	PAYTON, KYMBERLY	IS-09	06/23/1998	T	07/01/1998	MEP STL	218043R	19.80	TI622	(561)-785-8960
ACCUTEL COMMUNICATIONS, INC	GAUTE, MANUEL	IS-09	06/23/1998	T	09/19/1998	CAB DADE	218121R	9.90	TI622	(305)-325-0876
ACCUTEL COMMUNICATIONS, INC	LOPEZ JR., NELSON	IS-09	06/23/1998	L	08/24/1998	MEP DADE	218123R	19.80	TI622	(305)-253-4842
ACCUTEL COMMUNICATIONS, INC	HAWES, RICHARD	IS-09	06/23/1998	T	04/05/1999	JRD SEM	218127R	4.95	TI622	(407)-349-5776
ACCUTEL COMMUNICATIONS, INC	WAGNER, JOSEPH	IS-09	06/24/1998	T	08/28/1998	SRG DADE	218188R	14.85	TI622	(305)-251-8703
ACCUTEL COMMUNICATIONS, INC	WOHL, MARIE	IS-09	06/25/1998	T	08/28/1998	SRG HER	218348R	14.85	TI622	(352)-796-6484
ACCUTEL COMMUNICATIONS, INC	MIRANDA, LENO	IS-09	06/25/1998	T	10/14/1998	NCS DADE	218370R	14.85	TI622	(305)-252-4726
ACCUTEL COMMUNICATIONS, INC	SUTHERIN, WILLIAM	IS-09	06/25/1998	T	08/10/1998	CRP PLB	218449R	1.80	TI622	(561)-627-4558
ACCUTEL COMMUNICATIONS, INC	MCLAULIN, HENRY	IS-09	06/26/1998	T	07/13/1998	RMM SEM	218473R	9.90	TI622	(407)-322-6427
ACCUTEL COMMUNICATIONS, INC	SNOW, JEAN	IS-09	06/29/1998	T	08/28/1998	SRG PLB	218637R	4.95	TI622	(561)-369-0693
ACCUTEL COMMUNICATIONS, INC	WINDISCH, PAUL	IS-09	06/29/1998	T	08/11/1998	CRP VOL	218674R	14.85	TI622	(407)-574-7372
ACCUTEL COMMUNICATIONS, INC	MILLER, MARYLOUISE	IS-09	06/29/1998	T	08/11/1998	CRP BRE	218676R	4.95	TI622	(407)-267-3217
ACCUTEL COMMUNICATIONS, INC	MARTIN, THOMAS	IS-09	06/29/1998	T	08/28/1998	SRG VOL	218691R	9.90	TI622	(407)-860-3602
ACCUTEL COMMUNICATIONS, INC	FLETCHER, MICHELLE	IS-09	06/29/1998	T	07/21/1998	MEP BAY	218699R	14.85	TI622	(850)-271-9555
ACCUTEL COMMUNICATIONS, INC	CUESTA, ANTONIO	IS-09	06/29/1998	T	08/28/1998	SRG DADE	218722R	19.10	TI622	(305)-553-2628
ACCUTEL COMMUNICATIONS, INC	LYTER, RICK	IS-09	06/29/1998	T	10/14/1998	NCS VOL	218730R	19.80	TI622	(407)-574-5120
ACCUTEL COMMUNICATIONS, INC	ANDERSON, JANET	IS-09	06/30/1998	T	04/06/1999	SRG SEM	218803R	14.85	TI622	(407)-321-5177
ACCUTEL COMMUNICATIONS, INC	SMITH, CHESTER	IS-09	07/01/1998	L	04/05/1999	CRP PLB	218963R	44.55	TI622	(561)-743-2972
ACCUTEL COMMUNICATIONS, INC	WALIZER, LORA MAE	IS-09	07/02/1998	T	02/16/1999	SRG WASH	219030R	14.85	TI622	(850)-638-3889

SPECIAL REQUEST REPORT

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UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF	COUNTY	COMPLAINT NO:	SAVINGS	CODE	DIV. PHONE
ACCUTEL COMMUNICATIONS, INC	JAMES FRANK & MARIETTA WILLIAMS	IS-09	07/06/1998	T	04/05/1999CRP	LAKE		219212R	14.85	TI622	(352)-429-4688
ACCUTEL COMMUNICATIONS, INC	PAGER, BRIAN	IS-09	07/06/1998	T	04/02/1999KES	LEON		219222R	0.00	TI622	
ACCUTEL COMMUNICATIONS, INC	ORSI JR., JOHN	IS-09	07/06/1998	T	08/18/1998SRG	PLB		219248R	29.80	TI622	(561)-793-6755
ACCUTEL COMMUNICATIONS, INC	BRENDOLAN, PIERINA	IS-09	07/06/1998	T	08/18/1998SRG	PLB		219252R	4.95	TI622	(561)-626-5900
ACCUTEL COMMUNICATIONS, INC	JOHNSON, WILLIE	IS-09	07/06/1998	T	10/14/1998SRG	PLB		219259R	14.85	TI622	(561)-840-1036
ACCUTEL COMMUNICATIONS, INC	SHAW, BILLY	IS-09	07/07/1998	T	04/05/1999TVG	COLU		219344R	14.85	TI622	(904)-752-6313
ACCUTEL COMMUNICATIONS, INC	MACGREGOR, JOHN	IS-09	07/07/1998	T	12/21/1998SRG	STL		219409R	14.85	TI622	(561)-465-4726
ACCUTEL COMMUNICATIONS, INC	DINGER, JOHN E.	IS-09	07/07/1998	T	08/10/1998CRP	POLK		219446R	24.75	TI622	(941)-424-0433
ACCUTEL COMMUNICATIONS, INC	HADABGH, ARMAN	IS-09	07/08/1998	T	01/26/1999CRP	DADE		219479R	0.00	TI622	(305)-387-4998
ACCUTEL COMMUNICATIONS, INC	GOMEZ, MARIA	IS-09	07/08/1998	T	08/10/1998CRP	DADE		219484R	24.75	TI622	(305)-889-1762
ACCUTEL COMMUNICATIONS, INC	HINRICHS, WALTER D.	IS-09	07/08/1998	T	08/21/1998SRG	VOL		219598R	15.66	TI622	(904)-441-1367
ACCUTEL COMMUNICATIONS, INC	WILSON, RICHARD K.	IS-09	07/08/1998	T	02/16/1999SRG	DADE		219601R	5.22	TI622	(305)-233-1777
ACCUTEL COMMUNICATIONS, INC	MCDANIEL, NEAL	IS-09	07/09/1998	T	03/12/1999SRG	PLB		219652R	15.30	TI622	(561)-967-9961
ACCUTEL COMMUNICATIONS, INC	WAHLFELDT, JOHN	IS-09	07/10/1998	T	07/16/1998SRG	CHA		219759R	14.85	TI622	(941)-637-8646
ACCUTEL COMMUNICATIONS, INC	ROBINSON, JACALYN	IS-09	07/10/1998	T	04/05/1999SRG	BRO		219828R	19.80	TI622	(954)-680-6102
ACCUTEL COMMUNICATIONS, INC	JONES, RANDALL S.	IS-09	07/10/1998	T	04/05/1999SRG	BRO		219846R	10.44	TI622	(954)-431-7384
ACCUTEL COMMUNICATIONS, INC	SCHULTZ, PAUL	IS-09	07/13/1998	T	08/10/1998CRP	PLB		219971R	9.90	TI622	(561)-966-9799
ACCUTEL COMMUNICATIONS, INC	CLENDENING, ALAN	IS-09	07/13/1998	T	07/15/1998MEP	HILL		219984R	9.90	TI622	(813)-719-7153
ACCUTEL COMMUNICATIONS, INC	BROWN, CARRIE	IS-09	07/14/1998	T	07/16/1998SRG	DUV		220171R	14.85	TI622	(904)-355-4887
ACCUTEL COMMUNICATIONS, INC	CARR, LOUIS	IS-09	07/14/1998	T	07/16/1998SRG	FLAG		220192R	14.85	TI622	(904)-445-3902
ACCUTEL COMMUNICATIONS, INC	MCGRAW, GILDA	IS-09	07/15/1998	T	07/16/1998SRG	DADE		220252R	14.85	TI622	(305)-233-8772
ACCUTEL COMMUNICATIONS, INC	BOZA, JAVIER	IS-09	07/15/1998	T	07/16/1998SRG	BRO		220258R	24.75	TI622	(954)-704-0351
ACCUTEL COMMUNICATIONS, INC	MANCUSO, NANCY A.	IS-09	07/16/1998	T	04/05/1999CRP	CIT		220406R	14.85	TI622	(352)-860-1623
ACCUTEL COMMUNICATIONS, INC	VARGAS, ADRIANA	IS-09	07/16/1998	T	04/05/1999SRG	VOL		220411R	9.90	TI622	(904)-774-5083
ACCUTEL COMMUNICATIONS, INC	RODRIGEZ, ORLANDO	IS-09	07/16/1998	T	04/05/1999CRP	DADE		220434R	34.65	TI622	(305)-858-7292
ACCUTEL COMMUNICATIONS, INC	SEPE, KATHERINE	IS-09	07/16/1998	T	02/11/1999SRG	FLA		220476R	9.90	TI622	(904)-445-9417
ACCUTEL COMMUNICATIONS, INC	JEFFERSON, IRENE C.	IS-09	07/20/1998	T	02/10/1999SRG	LEON		220663R	19.80	TI622	(850)-562-0012
ACCUTEL COMMUNICATIONS, INC	ROBERTS, ALAN	IS-09	07/21/1998	T	07/23/1998CRP	BRE		220826R	14.85	TI622	(407)-952-1837
ACCUTEL COMMUNICATIONS, INC	BILLS, RICHARD	IS-09	07/21/1998	T	02/08/1999SRG	PIN		220849R	4.95	TI622	(727)-526-9559
ACCUTEL COMMUNICATIONS, INC	OVERMANN, PHYLLIS	IS-09	07/21/1998	T	07/23/1998MEP	VOL		220876I	20.88	TI622	(904)-677-8575
ACCUTEL COMMUNICATIONS, INC	SMITH, DERAL	IS-09	07/21/1998	T	07/23/1998CRP	BRO		220906R	19.80	TI622	(954)-987-6775
ACCUTEL COMMUNICATIONS, INC	HINRICHS, WALTER D.	IS-09	07/23/1998	T	07/23/1998MEP	VOL		221078I	20.88	TI622	(904)-441-1367
ACCUTEL COMMUNICATIONS, INC	HICKS, DEBRA	IS-09	07/23/1998	T	07/23/1998CRP	PLB		221080R	29.70	TI622	(561)-966-9524
ACCUTEL COMMUNICATIONS, INC	KELLY, MARGUERITE	IS-09	07/23/1998	T	10/22/1998HB	NA		221090R	4.95	TI622	(941)-732-7737
ACCUTEL COMMUNICATIONS, INC	ORGOVAN, MABEL	IS-09	07/23/1998	L	08/20/1998MEP	SUM		221144R	9.90	TI622	(352)-748-0833
ACCUTEL COMMUNICATIONS, INC	WARREN, NATHAN	IS-09	07/27/1998	L	09/15/1998SRG	DADE		221487R	5.22	TI622	(305)-949-6267

SPECIAL REQUEST REPORT

REPORT # 7 PRINTED ON: 07/02/1999

UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF COUNTY	COMPLAINT NO:	SAVINGS	CODE	DIV. PHONE
ACCUTEL COMMUNICATIONS, INC	PEAZELL, DANIEL	IS-09	07/30/1998	T	04/06/1999	CRP PIN	221719R	65.61	TI622	(813)-525-2324
ACCUTEL COMMUNICATIONS, INC	STYLES, JUDITH	IS-09	08/03/1998	L	11/24/1998	SRG PLB	221940R	4.95	TI622	(561)-689-4994
ACCUTEL COMMUNICATIONS, INC	POST, BUCKLEY, SCHUH & JERNIGAN	IS-09	08/04/1998	L	01/21/1999	SRG SAR	222109R	0.00	TI622	(941)-954-4036
ACCUTEL COMMUNICATIONS, INC	FISK, ROBERT	IS-09	08/04/1998	L	11/05/1998	CAB ORN	222152R	0.00	TI622	(407)-823-8020
ACCUTEL COMMUNICATIONS, INC	ROGERS, SUSAN	IS-09	08/04/1998	T	08/21/1998	SAS BRO	222199R	5.20	TI622	(954)-722-3514
ACCUTEL COMMUNICATIONS, INC	MASNER, DONNA	IS-09	08/05/1998	T	08/13/1998	CRP BRO	222214R	15.30	TI622	(954)-983-3325
ACCUTEL COMMUNICATIONS, INC	JONES, KATHLEEN	IS-09	08/05/1998	T	12/17/1998	SRG ALA	222221R	10.20	TI622	(352)-331-4837
ACCUTEL COMMUNICATIONS, INC	MASSEY-YARDLEY CHRYSLER-DODGE	IS-09	08/06/1998	T	12/10/1998	KES STL	222396R	19.80	TI622	(561)-879-0177
ACCUTEL COMMUNICATIONS, INC	CURELLO, JO	IS-09	08/06/1998	T	12/29/1998	KES STL	222427R	5.44	TI622	(561)-879-0030
ACCUTEL COMMUNICATIONS, INC	GALE INDUSTRIES	IS-09	08/06/1998	T	12/14/1998	SRG VOL	222485I	0.00	TI622	(904)-304-2222
ACCUTEL COMMUNICATIONS, INC	FERLIAT, JOANN C.	IS-09	08/06/1998	T	12/14/1998	SRG HILL	222504R	0.00	TI622	(813)-251-5150
ACCUTEL COMMUNICATIONS, INC	FERNANDES, JUAN	IS-09	08/06/1998	T	09/10/1998	MEP ORN	222523I	2.70	TI622	(407)-238-0803
ACCUTEL COMMUNICATIONS, INC	CREWS, ROBERT	IS-09	08/07/1998	T	12/14/1998	SRG VOL	222561R	14.85	TI622	(407)-860-2500
ACCUTEL COMMUNICATIONS, INC	ENGINEERING CONCEPTS	IS-09	08/07/1998	L	01/21/1999	SRG PIN	222576R	0.00	TI622	(813)-866-8877
ACCUTEL COMMUNICATIONS, INC	FUSSELL, JODEE	IS-09	08/07/1998	T	09/10/1998	MEP ORN	222598I	9.90	TI622	(407)-898-5705
ACCUTEL COMMUNICATIONS, INC	PROST, JACK	IS-09	08/10/1998	T	08/10/1998	CRP ORN	222719R	19.80	TI622	(407)-671-3190
ACCUTEL COMMUNICATIONS, INC	MAMMARELLA, DAN	IS-09	08/10/1998	T	04/05/1999	KES MART	222813R	4.95	TI622	(561)-287-1192
ACCUTEL COMMUNICATIONS, INC	HARTZOG, RUFUS C.	IS-09	08/11/1998	L	11/30/1998	KES BAY	223052R	34.65	TI622	(850)-271-1748
ACCUTEL COMMUNICATIONS, INC	DELGADO, RIGOBERTO	IS-09	08/12/1998	L	10/12/1998	MEP PLB	223099R	24.75	TI622	(561)-547-2494
ACCUTEL COMMUNICATIONS, INC	MANSFIELD, MYRON	IS-09	08/12/1998	T	12/15/1998	SRG PLB	223130R	26.10	TI622	(561)-471-1074
ACCUTEL COMMUNICATIONS, INC	LONGHURST, GREGORY K.	IS-09	08/13/1998	T	08/20/1998	MEP PLB	223337R	9.90	TI622	(561)-793-3274
ACCUTEL COMMUNICATIONS, INC	VILLAR, ALEX	IS-09	08/14/1998	T	12/15/1998	KES INR	223440R	19.80	TI622	(561)-564-0764
ACCUTEL COMMUNICATIONS, INC	PETTERSON, JANICE	IS-09	08/14/1998	T	09/16/1998	MEP PLB	223465R	5.22	TI622	(561)-795-8874
ACCUTEL COMMUNICATIONS, INC	VOLLERTSEN, EDWARD	IS-09	08/18/1998	T	09/10/1998	SAS JEF	223756I	4.95	TI622	(850)-997-1935
ACCUTEL COMMUNICATIONS, INC	DESOTO MACHINE SHOP	IS-09	08/18/1998	T	08/20/1998	MEP DESO	223806R	41.55	TI622	(941)-993-4111
ACCUTEL COMMUNICATIONS, INC	HOFFMAN, EILEEN	IS-09	08/20/1998	T	12/10/1998	KES PLB	224079R	9.90	TI622	(561)-478-1366
ACCUTEL COMMUNICATIONS, INC	SIM, STACEY	IS-09	08/21/1998	T	08/25/1998	MEP HER	224207I	4.95	TI622	(352)-683-1129
ACCUTEL COMMUNICATIONS, INC	HERNANDEZ, ENRIQUETA	IS-09	08/21/1998	T	02/01/1999	KES HILL	224266I	5.10	TI622	(813)-978-9491
ACCUTEL COMMUNICATIONS, INC	ACE BEAUTY CO. (GREGG EMERY)	IS-09	08/25/1998	L	04/05/1999	SRG PIN	224666I	54.45	TI622	(813)-544-8861
ACCUTEL COMMUNICATIONS, INC	CALAHAN, DANNY	IS-09	08/25/1998	T	10/01/1998	HB LEE	224728I	14.85	TI622	(941)-482-8015
ACCUTEL COMMUNICATIONS, INC	HAMILTON, BETTYE H.	IS-09	08/25/1998	T	02/01/1999	KES DADE	224857I	19.80	TI622	(305)-770-1717
ACCUTEL COMMUNICATIONS, INC	OWENS, CHERYL	IS-09	08/26/1998	T	04/06/1999	KES BRO	224991I	5.54	TI622	(954)-739-4378
ACCUTEL COMMUNICATIONS, INC	FINNERTY, ROGER	IS-09	08/27/1998	T	09/04/1998	CAB BRE	225084R	9.90	TI622	(407)-722-2546
ACCUTEL COMMUNICATIONS, INC	STEWART, JEFFREY D.	IS-09	09/11/1998	T	09/23/1998	NCS ORN	226868R	4.95	TI622	(407)-889-2320
ACCUTEL COMMUNICATIONS, INC	LOPEZ-FARFAHN	IS-09	09/16/1998	L	02/19/1999	CAB DADE	227387R	9.90	TI622	(305)-571-9676
ACCUTEL COMMUNICATIONS, INC	FOREST, MARK	IS-09	09/21/1998	T	09/22/1998	MEP PLB	227864R	19.80	TI622	(561)-790-4639

ATTACHMENT A
DOCKET NO. 981488-T1
JULY 15, 1999

SPECIAL REQUEST REPORT

REPORT # 7 PRINTED ON: 07/02/1999

UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF	COUNTY	COMPLAINT NO:	SAVINGS	CODE	DIV. PHONE
ACCUTEL COMMUNICATIONS, INC	WEBB, DEBRA	IS-09	09/22/1998	T	09/24/1998EAA	PLB		228214R	9.90	TI622	(561)-733-4672
ACCUTEL COMMUNICATIONS, INC	WHITE, EARL	IS-09	09/23/1998	T	09/23/1998NCS	OKA		228385R	4.95	TI622	(850)-868-2162
ACCUTEL COMMUNICATIONS, INC	VASQUEZ, KATHY	IS-09	09/24/1998	T	09/29/1998EAA	SEM		228653R	14.85	TI622	(407)-699-9610
ACCUTEL COMMUNICATIONS, INC	WHITE, EARL	IS-09	09/24/1998	T	09/25/1998EAA	OKA		228665R	0.00	TI622	(850)-862-2162
ACCUTEL COMMUNICATIONS, INC	WISE, TAMMY	IS-09	10/09/1998	T	12/15/1998KES	LEON		230717I	9.90	TI622	(850)-580-5635
ACCUTEL COMMUNICATIONS, INC	WELCH, JACK	IS-09	10/09/1998	T	10/28/1998CAB	HILL		230819R	0.00	TI622	(813)-752-8378
ACCUTEL COMMUNICATIONS, INC	MORAN, TOM	IS-09	10/13/1998	T	10/15/1998MEP	HIG		231049I	14.85	TI622	(941)-453-0996
ACCUTEL COMMUNICATIONS, INC	JET SERVICE	IS-09	10/13/1998	T	10/28/1998CAB	MAN		231149I	10.94	TI622	(941)-355-5245
ACCUTEL COMMUNICATIONS, INC	JONES, KATHLEEN	IS-09	10/15/1998	T	12/10/1998KES	PLB		231373I	24.75	TI622	(561)-833-9698
ACCUTEL COMMUNICATIONS, INC	SHRUM, LARRY	IS-09	10/16/1998	T	11/30/1998TVG	MAN		231542I	14.85	TI622	(941)-729-9437
ACCUTEL COMMUNICATIONS, INC	MENYHERT, OLEG	IS-09	10/19/1998	T	04/05/1999NCS	HILL		231671R	10.20	TI622	(813)-978-1346
ACCUTEL COMMUNICATIONS, INC	JOHNSON, VANESSA	IS-09	10/26/1998	T	10/26/1998MEP	DADE		232663I	9.90	TI622	(325)-326-2571
ACCUTEL COMMUNICATIONS, INC	MANDEL, MAX	IS-09	11/05/1998	T	04/05/1999HB	PLB		234015R	24.75	TI622	(561)-967-7244
ACCUTEL COMMUNICATIONS, INC	BROWNE, DAVID	IS-09	11/12/1998	T	12/10/1998KES	LEON		234761R	9.90	TI622	(209)-439-2231
ACCUTEL COMMUNICATIONS, INC	LASSETER, MARY MARSH	IS-09	11/19/1998	T	12/10/1998KES	MAN		235673I	14.85	TI622	(941)-746-4560
ACCUTEL COMMUNICATIONS, INC	ROYAL, THOMAS E.	IS-09	12/03/1998	T	04/05/1999SRG	SEM		236887I	5.10	TI622	(407)-323-8959
ACCUTEL COMMUNICATIONS, INC	KNAPP, GEORGE	IS-09	12/03/1998	T	12/07/1998SRG	BRO		236903I	24.75	TI622	(954)-763-5024
ACCUTEL COMMUNICATIONS, INC	RICHARDSON, SHELDEN	IS-09	01/25/1999	T	02/11/1999NCS	BRE		241528I	0.00	TI622	(407)-268-8278
ACCUTEL COMMUNICATIONS, INC	DANSKY, MICHAEL	IS-09	01/26/1999	T	02/09/1999MEP	BRO		241667I	10.20	TI622	(954)-985-6270
ACCUTEL COMMUNICATIONS, INC	PIERON, CAROL	IS-09	01/28/1999	T	02/11/1999VSM	PLB		241951I	30.60	TI622	(561)-793-2038
ACCUTEL COMMUNICATIONS, INC	LYTER, RICK	IS-09	02/02/1999	T	02/11/1999EAA	VOL		242431R	30.60	TI622	(407)-574-5120
ACCUTEL COMMUNICATIONS, INC	DANSY, MICHAEL	IS-09	02/03/1999	T	03/05/1999CAB	BRO		242548R	16.76	TI622	(561)-684-3993
ACCUTEL COMMUNICATIONS, INC	WOHL, MARIE	IS-09	02/25/1999	T	03/12/1999MEP	HER		245869I	4.95	TI622	(352)-796-6484
ACCUTEL COMMUNICATIONS, INC	KHURRAM, ALAM	IS-09	02/25/1999	T	02/25/1999MEP	BRO		245974I	14.85	TI622	(954)-475-2559
ACCUTEL COMMUNICATIONS, INC	RHODEN, DONALD	IS-09	03/01/1999	L	03/30/1999MEP	COLL		246229I	9.90	TI622	(941)-352-1849
ACCUTEL COMMUNICATIONS, INC	GEORGE, MORRIS	IS-09	03/12/1999	L	04/05/1999MEP	PLB		248142I	19.80	TI622	(561)-746-2809
ACCUTEL COMMUNICATIONS, INC	POLO INSURANCE AGENCY	IS-09	05/06/1999	L	05/26/1999SRG	PLB		257300I	15.30	TI622	(561)-798-5443

171 records printed

TOTAL SAVINGS: 2440.81

ATTACHMENT A
 DOCKET NO. 981488-TI
 JULY 15, 1999

Name CHAPMAN, SHARON Company ACCUTEL COMMUNICATIONS, INC.
Address 432 MONITOR COURT Attn. Lynn Soreide212196R
Consumer's Telephone # (407)-453-8516
City/Zip MERRITT ISLAND 32952 County BRE Can Be Reached (407)-455-1508
Account Number _____ Note _____
Caller's Name SHARON CHAPMAN Informal Conf. _____

Request No. 212196R
By MEP Time 9:33 AM Date 05/04/98
To CO Time MAIL Date 05/04/98
Type B Form Phone
Category IS-09
Infraction _____
Closed by MEP Date 05/12/98
Reply Received T

Customer states that she is being billed for unauthorized services and/or unknown charges added to her phone bill. Specifically at issue is a charge appearing on her 04/22/98 Bell South bill for \$4.95. Customer states that she has made previous contact with the company to try to resolve this matter.

Please investigate this issue, contact the customer and provide the senior analyst, assigned to this case, with a detailed written report to include the following information: any applicable credits as well as any LOA and/or tape authorization you have on record for this customer regarding the use of the services in dispute.

Inquiry taken by C. Broome.

Customer has been instructed to send a copy of the bill in dispute. Upon receipt, a copy will be forwarded to the company.

05/04/98 Received bills from the customer.

05/04/98 FAX TO CO. See attached bills regarding the above issue.

05/12/98 Received report as letter to customer with explanation and \$5.22 credit.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

ELLEN PLENDL

DUE: 05/19/98

ATTACHMENT A
DOCKET NO. 981488-TI
JULY 15, 1999

Name JONES, ROBIN

Company ACCUTEL COMMUNICATIONS, INC.

Request No. 213080R

Address 12401 80TH LANE NORTH

Attn. Lynn Soreide213080R

By RMM Time 1:36 PM Date 05/11/98

Consumer's Telephone # (561)-790-5432

To CO Time MAIL Date 05/11/98

City/Zip WEST PALM BEACH 33412 County PLB

Can Be Reached (561)-790-5432

Type B Form Phone

Account Number _____

Note _____

Category IS-09

Caller's Name JOHN FELTON

Informal Conf. _____

Infraction _____

Closed by MEP Date 10/27/98

Reply Received T

Customer states that he is being billed for unauthorized services and/or unknown charges added to his phone bill. Specifically at issue are charges on their bill for a monthly service charge of \$4.95. Customer states that he has made previous contact with the company to try to resolve this matter.

Please investigate this issue, contact the customer and provide the senior analyst, assigned to this case, with a detailed written report to include the following information: any applicable credits as well as any LOA and/or tape authorization you have on record for this customer regarding the use of the services in dispute.

Inquiry taken by C. Broome.

Customer has been instructed to send a copy of the bill in dispute. Upon receipt, a copy will be forwarded to the company.

05/28/98 Received report with explanation and full credit.

10/27/98 Closed by letter.

10/28/98 Received report with explanation and additional credit of \$9.90.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

RUTH MCHARGUE

DATE: 05/27/98

ATTACHMENT A
DOCKET NO. 981488-T1
JULY 15, 1999

Name HAGER, JOHN

Company ACCUTEL COMMUNICATIONS, INC.

Request No. 214073R

Address 3123 ESPANOLA DRIVE

Attn. Lynn Soreide214073R

By SRG Time 1:24 PM Date 05/19/98

Consumer's Telephone # (941)-922-5058

To CO Time MAIL Date 05/19/98

City/Zip SARASOTA 34239 County SAR

Can Be Reached _____

Type B Form Phone

Account Number _____

Note NJS

Category IS-09

Caller's Name ANGELA HAGER

Informal Conf. _____

Infraction _____

Closed by SRG Date 05/28/98

Reply Received T

Customer says the following:

He received a bill for additional charges that he never requested.

Customer is disputing the charges for the amount of \$4.95 plus taxes.

Customer is requesting the termination of these services.

Please provide the PSC with a copy of an answer given to the customer and a solution to this matter.

5/28/98 Report received. The company stated that this customer was connected to their system incorrectly, and because of that it is going to issue a credit to this customer for two service fees which equal to \$9.90. The customer has been contacted, but he should contact the company or the FPSC if there are any further problems concerning this matter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 06/04/98

ATTACHMENT A
DOCKET NO. 981488-T1
JULY 15, 1999