



Public Service Commission

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

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

RECORDS AND
REPORTING

99 DEC - 9 PM 4: 35

RECEIVED-FPSC

DATE: DECEMBER 9, 1999

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

FROM: DIVISION OF LEGAL SERVICES (VACCARO)
DIVISION OF COMMUNICATIONS (BIEGALSKI) *1/2 for TV*
KB

RE: DOCKET NO. 991664-TX - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST RICHARD AUSTIN FOR APPARENT VIOLATION OF RULE 25-24.805, F.A.C., CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY REQUIRED.

AGENDA: 12/21/99 - REGULAR AGENDA - SHOW CAUSE - INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: PLACE DOCKETS 990971-TX, 991663-TX, AND 991664-TX IN SEQUENCE ON AGENDA CONFERENCE SCHEDULE.

FILE NAME AND LOCATION: S:\PSC\CMU\WP\991664.RCM

CASE BACKGROUND

- September 1998 - TeleConex, Inc. d/b/a TeleConex (TeleConex), a certificated alternative local exchange company (ALEC), entered into a marketing arrangement with CIO, Inc. (CIO).
- May 9, 1999 - CIO entered into a marketing agreement with Pre-Cell Solutions, Inc. (Pre-Cell), another certificated ALEC.
- May 12, 1999 - The Division of Consumer Affairs (CAF) received a complaint lodged by TeleConex against Pre-Cell regarding Family Phone Company (a.k.a. CIO) calling TeleConex's customers and telling them that TeleConex is bankrupt and going out of business.

DOCUMENT NUMBER-DATE

15115 DEC-99

FPSC-RECORDS/REPORTING

- June 24, 1999 - Staff met with TeleConex to discuss the problems they were having with CIO. TeleConex stated that CIO was collecting money from customers on its behalf and not forwarding the monies to TeleConex. In addition, TeleConex alleged that CIO was marketing TeleConex's customers stating that TeleConex was in bankruptcy and it could provide the customers with a less expensive service. (Attachment A, pages 7-10)
- July 27, 1999 - C.I.O., Inc. (CIO) submitted its application for alternative local exchange service (ALEC) in the State of Florida.
- July 30, 1999 - Staff mailed a letter to CIO stating that it needed to amend its corporate name, price list and the application.
- September 13, 1999 - After no response from CIO to the July 30, 1999 letter, staff mailed a certified letter to CIO requesting that the amendments be made before September 28, 1999, or staff would recommend denying its application. The letter was signed for and received on September 16, 1999.
- September 21, 1999 - CIO submitted a revised application along with a request to withdraw its price list along with a statement that prior to providing local service, CIO would submit a price list.
- September 27, 1999 - Staff requested deferral of this docket from the October 5, 1999 Agenda Conference.
- September 28, 1999 - Pre-Cell terminated its marketing agreement with CIO for CIO's failure to remit monies collected from customers for telephone service to Pre-Cell.
- October, 1999 - Staff began receiving complaints from customers regarding CIO and Pre-Cell.
- October 20, 1999 - Notice was sent to Mr. Richard Austin, president of CIO, by the Division of Auditing and Financial Analysis informing him of an investigation of financial records.
- October 22, 1999 - BellSouth provided staff a list of telephone accounts that were billed to CIO and a list of telephone accounts billed to one account in the name of

Richard Austin. BellSouth disconnected all these accounts as fraudulent. (Attachment B, pages 11-15)

- November 12, 1999 - Staff received an audit report stating that CIO had failed to allow audit staff in to review financial records.
- November 15, 1999 - All telephone numbers used by staff to contact CIO were disconnected.

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission order Richard Austin to show cause why a fine of \$25,000 should not be imposed for apparent violation of Rule 25-24.805, Florida Administrative Code, Certificate of Public Convenience and Necessity Required?

RECOMMENDATION: Yes. The Commission should order Richard Austin to show cause in writing within 21 days of the issuance of the Commission's Order why he should not be fined \$25,000 for apparent violation of Rule 25-24.805, Florida Administrative Code, Certificate of Public Convenience and Necessity Required. Mr. Austin's response should contain specific allegations of fact or law. If Richard Austin fails to respond to the show cause order, the fine should be deemed assessed. If the fine is not paid within ten business days after the Order becomes final, it should be forwarded to the Office of the Comptroller for collection. If the fines are paid, they should be remitted by the Commission to the State of Florida General Revenue Fund pursuant to Section 364.285, Florida Statutes. **(Biegalski)**

STAFF ANALYSIS: Staff became aware of the operations of Richard Austin, President of CIO, on June 24, 1999, through its meeting with TeleConex. TeleConex informed staff that CIO (a.k.a. Family Phone Company) was representing itself as a telecommunications provider in its solicitation for service. At this time, staff notified CIO that it needed to obtain a certificate.

On May 9, 1999, CIO entered into an agreement with Pre-Cell, effectively conducting business in the same manner as it had during its relationship with TeleConex. CIO continued representing itself

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as a telecommunications provider, in addition to not paying Pre-Cell, while marketing and collecting payments for Pre-Cell.

After his relationship with Pre-Cell was terminated, Mr. Richard Austin could no longer obtain local exchange services from BellSouth by ordering it under the name Pre-Cell. Staff alerted BellSouth that CIO did not have a certificate to provide ALEC services in Florida and requested information from BellSouth regarding the number of accounts it may have provisioned for CIO. BellSouth's research showed that accounts existed in CIO's name plus Richard Austin's name. Apparently when Mr. Richard Austin had difficulty convincing a BellSouth representative to establish the account in CIO's name, he would open an account in his personal name. According to information provided by BellSouth, it appears that Mr. Richard Austin ordered in his own name and received approximately 50 local exchange service accounts for various addresses throughout Florida. Apparently, Mr. Richard Austin would then bill end users residing at the addresses for which he ordered local exchange services. In effect, Mr. Richard Austin was reselling local exchange services without having a certificate of public convenience and necessity approved by the Commission.

By Section 364.285, Florida Statutes, the Commission is authorized to impose upon any entity subject to its jurisdiction a penalty of not more than \$25,000 for each offense, 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 Mr. Richard Austin's conduct by ordering local exchange telecommunications services in his own name, for addresses he did not occupy or have an affiliation, then separately charging the end users for these services, is provisioning ALEC services without a certificate of public convenience and necessity, in apparent violation of Commission Rule 25-24.805, Florida Administrative Code, 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, 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

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intent to violate a rule." Thus, any intentional act, such as Mr. Richard Austin's conduct at issue here, would meet the standard for a "willful violation."

Therefore, the Commission should order Mr. Richard Austin to show cause in writing within 21 days of the issuance of the Commission's Order why he should not be fined \$25,000 for apparent violation of Rule 25-24.805, Florida Administrative Code, Certificate of Public Convenience and Necessity Required. Mr. Richard Austin's response should contain specific allegations of fact or law. If Mr. Richard Austin fails to respond to the show cause order, the fine should be deemed assessed. If the fine is not paid within ten business days after the Order becomes final, it should be forwarded to the Office of the Comptroller for collection. If the fines are paid, they should be remitted by the Commission to the State of Florida General Revenue Fund pursuant to Section 364.285, Florida Statutes

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ISSUE 2: Should this docket be closed?

RECOMMENDATION: If staff's recommendation in Issue 1 is approved, then Mr. Richard Austin will have 21 days from the issuance of the Commission's show cause order to respond in writing why he should not be fined in the amount proposed. If Mr. Richard Austin timely responds to the show cause order, this docket should remain open pending resolution of the show cause proceeding. If Mr. Richard Austin fails to respond to the show cause order, the fine will be deemed assessed. If the fine is not received within ten business days after the expiration of the show cause response period, it should be forwarded to the Office of the Comptroller for collection and this docket may be closed administratively. **(Vaccaro)**

STAFF ANALYSIS: If staff's recommendations in Issue 1 is approved, then Mr. Richard Austin will have 21 days from the issuance of the Commission's show cause order to respond in writing why he should not be fined in the amount proposed. If Mr. Richard Austin timely responds to the show cause order, this docket should remain open pending resolution of the show cause proceeding. If Mr. Richard Austin fails to respond to the show cause order, the fine will be deemed assessed. If the fine is not received within ten business days after the expiration of the show cause response period, it should be forwarded to the Office of the Comptroller for collection and this docket may be closed administratively.

SUZANNE FANNON SUMMERLIN
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TELECOPIER (850) 656-5589

June 30, 1999

Mr. Rick Moses
Bureau Chief
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Mr. Moses:

As you requested, I am providing the following summary of our meeting on Thursday, June 24, 1999, between Teleconex and the Commission Staff. As you recall, Teleconex was represented in this meeting by Steve and Marilyn Watson and myself and the Commission Staff included yourself, Cathy Bedell, Elaine Johnson, Donna Clemons, and Ray Kennedy. Steve Watson is the owner of Teleconex, along with his wife, Marilyn, and his sons, Chris and Paul Watson.

In August 1998, Chris Watson of Teleconex first met Rick Austin and struck up a friendship. Mr. Austin proposed to become a master agent for Teleconex in the Melbourne, Florida, area. He stated he would organize agents to sell Teleconex's prepaid dial tone services through various entities such as Pak Mail stores, check cashing stores, etc., including his own check cashing company called "CIO" which stands for "Check It Out". As far as Teleconex can determine, Mr. Austin uses CIO and a company he created called "Family Phones" as marketing entities for the sale of prepaid telephone services. Mr. Austin began submitting orders to Teleconex on behalf of his agents in September 1998.

Before very long, Teleconex realized that Mr. Austin was not depositing the monies he was receiving from customers for Teleconex's services into Teleconex's account at the First Union Bank in Melbourne, Florida, as he was clearly expected to do. The arrangement had been set up to have all monies deposited into Teleconex's account and then Teleconex would send Mr. Austin the commissions he earned on the new customers he brought to Teleconex. Mr. Austin also misrepresented, without authorization from Teleconex, that he was an officer of Teleconex to many entities, including advertising agencies, banks, and others, by which method he incurred substantial financial obligations that Teleconex is currently grappling with.

At the point in March 1999 that Mr. Austin recognized that Teleconex expected immediate payment of the approximate \$74,000 in payments he had collected from customers for Teleconex's services (and this amount includes no commissions owed to Mr. Austin by Teleconex), Mr. Austin made an offer to purchase Teleconex. In the course of these discussions, it became clear that Mr. Austin had very poor credit and would be unable to carry through on any offer to buy Teleconex. At that point, Teleconex terminated its arrangement with Mr. Austin. Mr. Austin was very unhappy that Teleconex was not interested in selling the company to him, as well as the fact that he knew he owed Teleconex approximately \$74,000 and would now have no arrangement by which to collect further payments and commissions from customers for Teleconex's services.

Mr. Austin soon entered into an arrangement with Pre-Cell Solutions, Inc., to sell Pre-Cell's prepaid dial tone services. Mr. Austin took the list of Teleconex's customers that he had in his possession and used this to target Teleconex's customers. He phoned Teleconex's customers and slandered Teleconex by telling these customers that Teleconex was bankrupt and unstable and about to go out of business. Mr. Austin told these customers that they were in danger of losing their telephone service if they stayed with Teleconex. Then Mr. Austin would offer the customers \$5.00 off of their monthly bill if they switched their service to Pre-Cell. This activity caused Teleconex grievous harm by causing customers to become upset and confused, as well as causing some customers to switch their service to Pre-Cell. In addition to this campaign against Teleconex through direct contacts with Teleconex's customers, Mr. Austin has waged a war against Teleconex by constantly sending the company threatening faxes, telling lies about Teleconex to the Florida Public Service Commission Division of Consumer Affairs, and by incurring numerous financial obligations using Teleconex's name and credit without authorization.

In an effort to defend itself against these actions by Mr. Austin (and thus, CIO, Family Phones, and/or Pre-Cell), Teleconex sent its customers a notice informing them it had become aware that another company was making calls to its customers stating Teleconex was bankrupt, unstable and going out of business. In the notice, Teleconex told its customers that these statements were untrue and, if they had received such a call, they should call the Florida Public Service Commission and complain. Teleconex also told its customers they should call Teleconex's business office to straighten out any problem with their service resulting from these calls. Subsequently, Teleconex received many phone calls from upset customers and Teleconex responded to these calls. **Teleconex has never initiated calls to its customers on this topic.** It has only responded to customer inquiries.

It is necessary to respond to Mr. Austin's claim that Teleconex disconnected Mr. Austin's telephone services. Teleconex had initially set up several 800 lines for its own use. At the beginning of the relationship between

Teleconex and Mr. Austin, Mr. Austin was permitted to use some of these lines for his local service in Melbourne, Florida. When Teleconex terminated its relationship with Mr. Austin, Teleconex transferred these 800 lines back to Teleconex's own use.

Teleconex has determined that Mr. Austin, CIO, Family Phones and/or Pre-Cell have lured some customers away from Teleconex, but then failed to timely convert their service. Therefore, when Teleconex made its routine courtesy calls to customers for whom they had not received payment, and the customers confirmed that they had no desire to remain with Teleconex because they had signed up with a new provider, Teleconex ended up disconnecting customers that believed they had switched to CIO, Family Phones, or Pre-Cell. Teleconex did not know, and was not responsible to assure, whether these customers had in fact been converted to a different provider. CIO, Family Phones, Pre-Cell and/or Mr. Austin blamed Teleconex for this disconnection of service when, in fact, the customers might have paid CIO, Family Phones, Pre-Cell and/or Mr. Austin but CIO, Family Phones, Pre-Cell and/or Mr. Austin had failed to transfer their service in a timely manner.

Several customers have communicated to Teleconex that someone called them, saying they were from CIO, Family Phones and/or Pre-Cell, to attempt to get their business by stating that Teleconex was in bad financial shape and was going out of business. Attached are several customer letters as examples of this. This raises the issue of the inappropriate representation of Family Phones or CIO as a "telephone company".

Teleconex has filed a lawsuit against Mr. Austin and CIO, which was filed approximately one-half hour after a lawsuit was filed by Mr. Austin and CIO against Teleconex. Teleconex is also pursuing possible remedies with the Florida Attorney General.

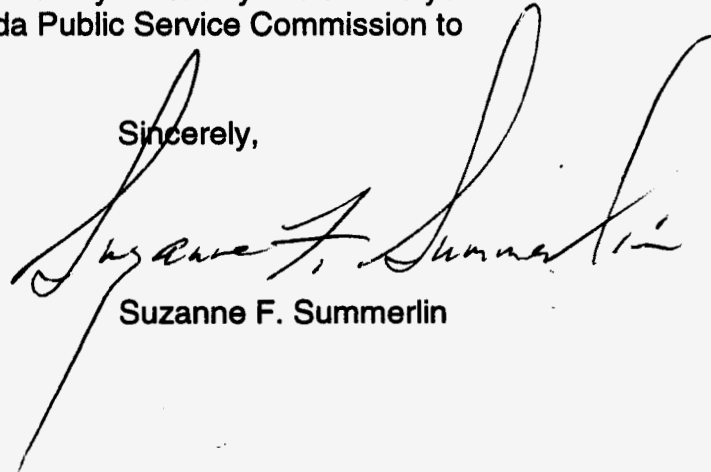
Subsequent to our meeting, you sent a list of customers that Mr. Austin had provided to you as representing his customers (presumably Pre-Cell's customers). Enclosed is a copy of three pages of that list of customers. Because this effort to trace customers is so time-consuming, Mr. Watson has investigated the customers listed on just the first three pages to illustrate the situation. All customers marked with an asterisk are former Teleconex customers that were targeted by Mr. Austin as CIO, Family Phones and/or Pre-Cell.

As an update, Teleconex was contacted by one of its customers (using resold Sprint local service) who reported she received a call Friday evening, June 25, 1999, from an individual from Pre-Cell telling her that Teleconex was unstable and going bankrupt and that she needed to switch her service to their company. She refused and called Teleconex. I have spoken directly with this

lady. She is willing to sign an affidavit to this effect. I will send it to you as soon as I receive it.

As you can see, although this can be characterized as a "dispute between two companies," it is a problem that has negatively affected the customers a great deal. Teleconex has not caused this problem. Teleconex has tried very hard to limit the harm to its customers that Mr. Austin and CIO and/or Pre-Cell have inflicted. Teleconex has suffered tremendous financial and reputation damage from these actions by Mr. Austin, CIO, Family Phones, and/or Pre-Cell. This is not to mention the severe emotional stress the whole situation has caused the owners of Teleconex, the Watson family. Thank you for any assistance you can offer as a member of the Staff of the Florida Public Service Commission to resolve this matter.

Sincerely,

A handwritten signature in cursive script, appearing to read "Suzanne F. Summerlin". The signature is written in black ink and is positioned above the printed name.

Suzanne F. Summerlin

SFS/wd
Attachments (2)
cc: Cathy Bedell, Esq.
Elaine Johnson
Ray Kennedy
Donna Clemons, Esq.
Steve and Marilyn Watson

407 755 1159 393 *MEM2* SEP 28 1999 *LIVE*
E04 & JRC ONLINES DOWN 6PM FRI NPA SPLIT
RICHARD AUSTIN
DATE TYPE NOTATIONS

9E MELB VR3CL

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AMT DUE

156.95

FU ACT USERID

0927	IMAT	NEW	SVC	IN	SE	561	489-0137	016	SHAK	#N7CGKC	***	SQ20MFS1
0927	IMAT	NEW	SVC	IN	NF	904	778-2210	935	SHAK	#N62YNT	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	NF	904	737-0057	306	SHAK	#NB2FCH	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	NF	904	762-3414	466	SHAK	#NCB3DW	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	NF	904	771-1004	004	SHAK	#N803G4	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	NF	407	757-9633	774	SHAK	#NBTN6L	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	NF	904	220-7400	412	SHAK	#NSH19K	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	NF	407	259-7277	513	SHAK	#N1XQRP	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	NF	904	721-3666	758	SHAK	#N286RR	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	NF	407	433-0202	205	SHAK	#N34GGB	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	NF	904	317-7444	251	SHAK	#ND8923	***	SQ20JRC1
0913	MISX	163616	REVIEWED	DRC							***	BYRPHXY
0912	MISX	222631	AUTO DENIAL	INELIGIBLE	-	RTA					***	RI10B05L
0909	TIPS	\$173.39		CASH	10:05	0909	T009	1MN	0232		***	TIPS1MN
0901	MISX	135459	MCC SENT	RCK							***	LXCDLWE
0901	SIC	TRT									***	LXCDLWE
0901	MCC	+1		PB0909	A170.90						0912	DRC LXCDLWE
0901	RCKX	170.90		170.90NSF					RCCY		***	RI10B051

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E04 & JRC ONLINES DOWN 6PM FRI NPA SPLIT
RICHARD AUSTIN
DATE TYPE NOTATIONS

9E MELB VR3CL

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0928	IMAT	NEW	SVC	IN	NF	407	723-9618	612	SHAK	#NDPP6G	***	SQ20JRC1
0928	IMAT	NEW	SVC	IN	NF	407	835-9510	459	SHAK	#N2Q0KR	***	SQ20JRC1
0928	IMAT	NEW	SVC	IN	NF	407	726-8080	562	SHAK	#NGFCXY	***	SQ20JRC1
0928	IMAT	NEW	SVC	IN	NF	904	384-0975	754	SHAK	#N26WTN	***	SQ20JRC1
0928	IMAT	NEW	SVC	IN	NF	904	766-4211	703	SHAK	#NG6BKV	***	SQ20JRC1
0928	IMAT	NEW	SVC	IN	NF	904	491-8777	021	SHAK	#N97F98	***	SQ20JRC1
0928	IMAT	NEW	SVC	IN	NF	904	328-4552	129	SHAK	#NCFVMJ	***	SQ20JRC1
0928	IMAT	NEW	SVC	IN	SE	561	586-5072	619	SHAK	#NCC5MB	***	SQ20MFS1
0928	IMAT	NEW	SVC	IN	NF	407	733-3789	282	SHAK	#NG5K0D	***	SQ20JRC1
0928	IMAT	NEW	SVC	IN	NF	407	674-0296	779	SHAK	#N8XBGF	***	SQ20JRC1
0928	IMAT	NEW	SVC	IN	SE	561	794-3738	759	SHAK	#NCWQ32	***	SQ20MFS1
0927	IMAT	NEW	SVC	IN	NF	407	952-1919	727	SHAK	#NFMVVT	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	NF	904	886-9349	382	SHAK	#N007GK	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	NF	904	805-9991	209	SHAK	#N88Y2N	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	NF	407	275-0513	513	SHAK	#NCDV54	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	NF	407	297-6380	648	SHAK	#N5100B	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	NF	407	733-0873	045	SHAK	#N4G4HV	***	SQ20JRC1
0927	IMAT	NEW	SVC	IN	SE	561	620-0872	094	SHAK	#ND2NYJ	***	SQ20MFS1

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E04 & JRC ONLINES DOWN 6PM FRI NPA SPLIT
RICHARD AUSTIN
DATE TYPE NOTATIONS

9E MELB VR3CL

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												FU	ACT	USERID
1001	IMAT	NEW	SVC	IN	NF	904	306-0007	491	SHAK	#ND81MD		***	SQ20JRC1	
1001	IMAT	NEW	SVC	IN	NF	904	783-2397	464	SHAK	#NBHFCK		***	SQ20JRC1	
0930	IMAT	NEW	SVC	IN	SE	561	873-1645	565	SHAK	#NDP4LC		***	SQ20MFS1	
0930	IMAT	NEW	SVC	IN	NF	904	665-0055	119	SHAK	#NGC8DH		***	SQ20JRC1	
0930	IMAT	NEW	SVC	IN	NF	904	646-4463	437	SHAK	#N21GL6		***	SQ20JRC1	
0930	IMAT	NEW	SVC	IN	NF	904	762-9228	241	SHAK	#N75MWB		***	SQ20JRC1	
0930	IMAT	NEW	SVC	IN	NF	407	984-9880	916	SHAK	#NBHJFT		***	SQ20JRC1	
0930	IMAT	NEW	SVC	IN	NF	904	358-9046	549	SHAK	#N12XQD		***	SQ20JRC1	
0930	IMAT	NEW	SVC	IN	NF	407	674-0376	692	SHAK	#N4445R		***	SQ20JRC1	
0929	IMAT	NEW	SVC	IN	SE	561	493-1707	615	SHAK	#N9N3K6		***	SQ20MFS1	
0929	IMAT	NEW	SVC	IN	NF	904	996-0036	309	SHAK	#N49KQW		***	SQ20JRC1	
0929	IMAT	NEW	SVC	IN	NF	904	772-6025	718	SHAK	#N5GYDL		***	SQ20JRC1	
0928	IMAT	NEW	SVC	IN	NF	904	739-9811	037	SHAK	#N7BFWP		***	SQ20JRC1	
0928	IMAT	NEW	SVC	IN	NF	904	249-2239	826	SHAK	#NBM2DC		***	SQ20JRC1	
0928	IMAT	NEW	SVC	IN	NF	904	766-2120	299	SHAK	#NB955F		***	SQ20JRC1	
0928	IMAT	NEW	SVC	IN	SF	305	836-5762	936	SHAK	#NFX5YP		***	SQ20MRC1	
0928	IMAT	NEW	SVC	IN	NF	904	278-6157	639	SHAK	#N2CR33		***	SQ20JRC1	
0928	IMAT	NEW	SVC	IN	NF	904	387-9994	435	SHAK	#N60DQB		***	SQ20JRC1	

407 733 1459 393 *MEM2* SEP 28 1999 *LIVE*
E04 & JRC ONLINES DOWN 6PM FRI NPA SPLIT
RICHARD AUSTIN
DATE TYPE NOTATIONS

9E MELB VR3CL

PYRC

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										FU	ACT	USERID
1006	IMAT	NEW	SVC	IN	NF	904	448-6587	635	SHAK	#NDVBMK	***	SQ20JRC1
1006	IMAT	NEW	SVC	IN	NF	407	688-0876	648	SHAK	#N74BKW	***	SQ20JRC1
1006	IMAT	NEW	SVC	IN	NF	407	854-4955	106	SHAK	#N6KPKT	***	SQ20JRC1
1005	IMAT	NEW	SVC	IN	NF	904	726-8277	776	SHAK	#NF7ML4	***	SQ20JRC1
1005	IMAT	NEW	SVC	IN	NF	904	731-5497	235	SHAK	#N5K640	***	SQ20JRC1
1005	IMAT	NEW	SVC	IN	NF	407	725-2333	544	SHAK	#N51T57	***	SQ20JRC1
1004	IMAT	NEW	SVC	IN	NF	407	727-3953	332	SHAK	#NG8Q70	***	SQ20JRC1
1004	IMAT	NEW	SVC	IN	NF	407	768-0404	111	SHAK	#N4H1FM	***	SQ20JRC1
1004	IMAT	NEW	SVC	IN	NF	904	634-0018	710	SHAK	#N8H8MB	***	SQ20JRC1
1004	IMAT	NEW	SVC	IN	NF	904	398-9190	951	SHAK	#N6G8NV	***	SQ20JRC1
1004	IMAT	NEW	SVC	IN	NF	407	812-4707	436	SHAK	#NFIGTW	***	SQ20JRC1
1004	IMAT	NEW	SVC	IN	SE	561	286-4700	645	SHAK	#N5B6L8	***	SQ20MFS1
1004	IMAT	NEW	SVC	IN	NF	904	317-8306	484	SHAK	#N6W8B2	***	SQ20JRC1
1001	IMAT	NEW	SVC	IN	NF	904	781-0916	720	SHAK	#NCHGME	***	SQ20JRC1
1001	IMAT	NEW	SVC	IN	NF	407	956-8445	286	SHAK	#N4QC82	***	SQ20JRC1
1001	IMAT	NEW	SVC	IN	NF	904	743-7344	334	SHAK	#N4B694	***	SQ20JRC1
1001	IMAT	NEW	SVC	IN	NF	407	984-2206	336	SHAK	#N626JF	***	SQ20JRC1
1001	IMAT	NEW	SVC	IN	NF	904	908-9355	390	SHAK	#NG4167	***	SQ20JRC1

407 733 1459 393 *MEM1* SEP 28 1999 *LIVE*

9E MELB VR3CL

NC DUP CUST EXISTS

PYRC

RICHARD AUSTIN	PB 020	STA	70	TAX NNNN				CC D MCC5 C3144
206 VIN ROSE CIR SE	RA 021	RTA	40	TAR 036702	TBE	0288	DOI 082098	
MELB	FL 32909	RB 029	NT	AVT	58	DEP		
	PPD	CCH		AMT DUE		156.95		
				CI MILITARY RETRD	CBR 733-5304			

one acct billed

*CIV 0898

(BSUM) SS(1);N API

FE P F8 2 RCM

IC 3/0040 2/0055 P/0042 TRT 000007045040 RCK 000000000010

SS 219-88-3836

LB 2.49 BAL 0.00 CC 156.95 TOT 156.95 LP

DATE TYPE NOTATIONS

URB	22.90
DEN	134.05
FU	ACT USERID

1007 IMAT NEW SVC IN NF 904 819-0089 787 SHAK #N0D9W9
 1007 IMAT NEW SVC IN SE 561 460-3883 631 SHAK #N1DW07
 1006 IMAT NEW SVC IN NF 407 737-7255 382 SHAK #N7458L
 1006 IMAT NEW SVC IN NF 904 475-0034 150 SHAK #N1274H
 1006 IMAT NEW SVC IN SE 561 464-8415 283 SHAK #N7YJ56
 1006 IMAT NEW SVC IN NF 407 953-2171 005 SHAK #N59RF3
 1006 IMAT NEW SVC IN NF 904 722-0006 685 SHAK #N0812D
 1006 IMAT NEW SVC IN NF 904 766-0888 303 SHAK #N324RT
 1006 IMAT NEW SVC IN NF 407 952-5792 582 SHAK #N2GBYR

*** SQ20JRC1
 *** SQ20MFS1
 *** SQ20JRC1
 *** SQ20JRC1
 *** SQ20MFS1
 *** SQ20JRC1
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