

REQUEST TO ESTABLISH DOCKET
(PLEASE TYPE)

Date August 10, 2000

Docket No. 001109-TI

- 1. Division Name/Staff Name Legal
- 2. OPR Legal/Wayne Knight
- 3. OCR CMP/CAF

4. Suggested Docket Title Initiation of show cause proceedings against WebNet Communications, Inc. for apparent violation of Rule 25-4.118, F.A.C., Local, Local Toll, and Toll Provider Selection.

5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
- B. Provide COMPLETE name and address for all others. (Match representatives to clients.)

1. Parties and their representatives (if any)

WebNet Communications, Inc.	

2. Interested Persons and their representatives (if any)

6. Check one:

- Documentation is attached.
- Documentation will be provided with recommendation.

I:\PSC\RAR\WP\ESTDKT.
PSC/RAR 10 (Revised 01/96)

DOCUMENT NUMBER-DATE

09728 AUG 11 8

FPSC-RECORDS/REPORTING

**FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT**

08/10/2000

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
CAF							
	SHERRY BLOISE	315286T	WEBNET COMMUNICATIONS, INC.	TJ299	04/21/2000	GI-07	T
Date Closed:	05/23/2000	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	Ellen Plendl		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Polk	Customer Phone:	(941)-424-1890	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	OTHER
	PAULA RICE	315508T	WEBNET COMMUNICATIONS, INC.	TJ299	04/24/2000	LS-13	L
Date Closed:	07/24/2000	Assigned Analyst:	RANDY ROLAND	Closed Analyst:	Randy Roland		
Service/Billing:	S	Savings:	29.89	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Saint Johns	Customer Phone:	(904)-824-3352	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	OTHER
	GLEN R GITTINGS	316051T	WEBNET COMMUNICATIONS, INC.	TJ299	04/28/2000	LS-13	T
Date Closed:	07/12/2000	Assigned Analyst:	NOELIA SANTIAGO	Closed Analyst:	Noelia Santiago		
Service/Billing:	S	Savings:	10.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Manatee	Customer Phone:	(941)-739-2049	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	REFERRED BY
	PHILLIP SNOWWHITE	316385T	WEBNET COMMUNICATIONS, INC.	TJ299	05/02/2000		
Date Closed:	/ /	Assigned Analyst:	TARRAH GORDON	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Palm Beach	Customer Phone:	(561)-747-1632	Sent To Company:	Y	Apparent Rule Violation:	
						PSA:	OTHER
	DOUG PALMETER	316789T	WEBNET COMMUNICATIONS, INC.	TJ299	05/04/2000		
Date Closed:	/ /	Assigned Analyst:	RANDY ROLAND	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Clay	Customer Phone:	(904)-278-4986	Sent To Company:	Y	Apparent Rule Violation:	
						PSA:	PUBLIC OFFICIAL/AGEN

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	EMILY C LEPPER	317942T	WEBNET COMMUNICATIONS, INC.	TJ299	05/15/2000	LS-13	T
Date Closed:	06/29/2000	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	Ellen Plendl		
Service/Billing:	S	Savings:	110.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Pinellas	Customer Phone:	(727)-867-8829	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	OTHER
	BRUCE A DEW	318942T	WEBNET COMMUNICATIONS, INC.	TJ299	05/24/2000		
Date Closed:	/ /	Assigned Analyst:	VICTOR MCKAY	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Gilchrist	Customer Phone:	(904)-935-0521	Sent To Company:	Y	Apparent Rule Violation:	
						PSA:	OTHER
	HOLMER SHEPPARD	319163T	WEBNET COMMUNICATIONS, INC.	TJ299	05/25/2000	LS-13	T
Date Closed:	08/03/2000	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	Ellen Plendl		
Service/Billing:	S	Savings:	201.38	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Polk	Customer Phone:	(863)-967-5900	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	OTHER
	KERMIT NELSON	319162T	WEBNET COMMUNICATIONS, INC.	TJ299	05/25/2000	LS-13	T
Date Closed:	06/29/2000	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	Ellen Plendl		
Service/Billing:	S	Savings:	101.68	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Polk	Customer Phone:	(863)-984-2017	Sent To Company:	Y	Apparent Rule Violation:	Y
						PSA:	TELEPHONE
	SHERRY BLOISE	319487T	WEBNET COMMUNICATIONS, INC.	TJ299	05/30/2000	GI-07	T
Date Closed:	06/01/2000	Assigned Analyst:	RANDY ROLAND	Closed Analyst:	Ellen Plendl		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Polk	Customer Phone:	(863)-424-1890	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	TELEPHONE
	CARL WILLIAMS	319617T	WEBNET COMMUNICATIONS, INC.	TJ299	05/31/2000	GI-07	T
Date Closed:	06/23/2000	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	Randy Roland		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Pinellas	Customer Phone:	(727)-397-6824	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	REFERRED BY

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
MARY ANN AMATO		320172T	WEBNET COMMUNICATIONS, INC.	TJ299	06/06/2000		
Date Closed: / /	Assigned Analyst: TARRAH GORDON	Closed Analyst:					
Service/Billing: S	Savings: 0.00	How Received: FAX		Preliminary Type: SLAMMING			
County: Manatee	Customer Phone: (941)-792-9159	Sent To Company: Y	Apparent Rule Violation:	PSA: OTHER			
MICHELLE PIERCE		320198T	WEBNET COMMUNICATIONS, INC.	TJ299	06/06/2000		
Date Closed: / /	Assigned Analyst: VICTOR MCKAY	Closed Analyst:					
Service/Billing: S	Savings: 0.00	How Received: PHONE		Preliminary Type: SLAMMING			
County: Palm Beach	Customer Phone: (561)-963-6372	Sent To Company: Y	Apparent Rule Violation:	PSA: OTHER			
THERESA ASH		320219T	WEBNET COMMUNICATIONS, INC.	TJ299	06/06/2000		
Date Closed: / /	Assigned Analyst: VICTOR MCKAY	Closed Analyst:					
Service/Billing: B	Savings: 0.00	How Received: PHONE		Preliminary Type: IMPROPER BILLS			
County: Polk	Customer Phone: (863)-682-7370	Sent To Company: Y	Apparent Rule Violation:	PSA: REFERRED BY			
RICHARD C VOEHRINGER		320358T	WEBNET COMMUNICATIONS, INC.	TJ299	06/07/2000		
Date Closed: / /	Assigned Analyst: VICTOR MCKAY	Closed Analyst:					
Service/Billing: S	Savings: 0.00	How Received: MAIL		Preliminary Type: SLAMMING			
County: Palm Beach	Customer Phone: (561)-369-5471	Sent To Company: Y	Apparent Rule Violation:	PSA: OTHER			
WILMER PIERSON		320534T	WEBNET COMMUNICATIONS, INC.	TJ299	06/09/2000	LS-13	T
Date Closed: 06/28/2000	Assigned Analyst: ELLEN PLENDL	Closed Analyst: Ellen Plendl					
Service/Billing: S	Savings: 10.00	How Received: PHONE		Preliminary Type: SLAMMING			
County: Palm Beach	Customer Phone: (561)-626-6965	Sent To Company: Y	Apparent Rule Violation: Y	PSA: OTHER			
ALTER & RHODA MANTIS		320775T	WEBNET COMMUNICATIONS, INC.	TJ299	06/12/2000		
Date Closed: / /	Assigned Analyst: VICTOR MCKAY	Closed Analyst:					
Service/Billing: S	Savings: 0.00	How Received: MAIL		Preliminary Type: SLAMMING			
County: Palm Beach	Customer Phone: (407)-499-1683	Sent To Company: Y	Apparent Rule Violation:	PSA: OTHER			

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
ANN W THROGMORTON		320809T	WEBNET COMMUNICATIONS, INC.	TJ299	06/12/2000		
Date Closed: / /	Assigned Analyst: VICTOR MCKAY	Closed Analyst:					
Service/Billing: S	Savings: 0.00	How Received: PHONE		Preliminary Type: SLAMMING			
County: Martin	Customer Phone: (561)-286-3344	Sent To Company: Y		Apparent Rule Violation:		PSA: TV PSA	
JOSEPH SYLVESTRO		321006T	WEBNET COMMUNICATIONS, INC.	TJ299	06/14/2000	LS-13	T
Date Closed: 06/28/2000	Assigned Analyst: ELLEN PLENDL	Closed Analyst: Ellen Plendl					
Service/Billing: S	Savings: 75.81	How Received: PHONE		Preliminary Type: SLAMMING			
County: Volusia	Customer Phone: (904)-345-1499	Sent To Company: Y		Apparent Rule Violation: Y		PSA: REFERRED BY	
ALTON REGO		321462T	WEBNET COMMUNICATIONS, INC.	TJ299	06/19/2000		
Date Closed: / /	Assigned Analyst: CAROL BROOME	Closed Analyst:					
Service/Billing: S	Savings: 0.00	How Received: PHONE		Preliminary Type: SLAMMING			
County: Broward	Customer Phone: (954)-370-0869	Sent To Company: Y		Apparent Rule Violation:		PSA: OTHER	
ABRAHAM SLOMAK		321817T	WEBNET COMMUNICATIONS, INC.	TJ299	06/22/2000		
Date Closed: / /	Assigned Analyst: RANDY ROLAND	Closed Analyst:					
Service/Billing: S	Savings: 0.00	How Received: PHONE		Preliminary Type: SLAMMING			
County: Palm Beach	Customer Phone: (561)-395-8044	Sent To Company: Y		Apparent Rule Violation:		PSA: TELEPHONE	
DORTHY R POWERS		321830T	WEBNET COMMUNICATIONS, INC.	TJ299	06/22/2000	GI-07	T
Date Closed: 07/10/2000	Assigned Analyst: RANDY ROLAND	Closed Analyst: Randy Roland					
Service/Billing: S	Savings: 82.84	How Received: PHONE		Preliminary Type: SLAMMING			
County: Indian River	Customer Phone: (561)-770-4834	Sent To Company: Y		Apparent Rule Violation: N		PSA: REFERRED BY	
BETTY JO PERKINS		322032T	WEBNET COMMUNICATIONS, INC.	TJ299	06/23/2000		
Date Closed: / /	Assigned Analyst: TARRAH GORDON	Closed Analyst:					
Service/Billing: S	Savings: 0.00	How Received: PHONE		Preliminary Type: SLAMMING			
County: Brevard	Customer Phone: (321)-264-7359	Sent To Company: Y		Apparent Rule Violation:		PSA: OTHER	

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	RICHARD GOODWIN	322172T	WEBNET COMMUNICATIONS, INC.	TJ299	06/26/2000		
Date Closed:	/ /	Assigned Analyst:	NOELIA SANTIAGO	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Saint Lucie	Customer Phone:	(561)-335-0012	Sent To Company:	Y	Apparent Rule Violation:	PSA: TV PSA
	COREY DAVIS	322182T	WEBNET COMMUNICATIONS, INC.	TJ299	06/26/2000		
Date Closed:	/ /	Assigned Analyst:	RANDY ROLAND	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Broward	Customer Phone:	(954)-485-7886	Sent To Company:	Y	Apparent Rule Violation:	PSA: OTHER
	FRED K SELIGMAN	322213T	WEBNET COMMUNICATIONS, INC.	TJ299	06/27/2000		
Date Closed:	/ /	Assigned Analyst:	NOELIA SANTIAGO	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Escambia	Customer Phone:	(850)-438-3934	Sent To Company:	Y	Apparent Rule Violation:	PSA: PRESS RELEASE
	DANA BECKER	322524T	WEBNET COMMUNICATIONS, INC.	TJ299	06/29/2000		
Date Closed:	/ /	Assigned Analyst:	NOELIA SANTIAGO	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Pinellas	Customer Phone:	(727)-781-4111	Sent To Company:	Y	Apparent Rule Violation:	PSA: REFERRED BY
	BLANCH INGBER	322806T	WEBNET COMMUNICATIONS, INC.	TJ299	07/03/2000		
Date Closed:	/ /	Assigned Analyst:	RANDY ROLAND	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	IMPROPER BILLS
County:	Palm Beach	Customer Phone:	(561)-375-9486	Sent To Company:	Y	Apparent Rule Violation:	PSA: OTHER
	THERESA LAYCOCK	322876T	WEBNET COMMUNICATIONS, INC.	TJ299	07/03/2000	LS-13	T
Date Closed:	08/07/2000	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	Ellen Plendl		
Service/Billing:	S	Savings:	56.94	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Indian River	Customer Phone:	(561)-567-5430	Sent To Company:	Y	Apparent Rule Violation:	Y PSA: OTHER

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	MARK SHELTON	323219T	WEBNET COMMUNICATIONS, INC.	TJ299	07/06/2000		
Date Closed:	/ /	Assigned Analyst:	TARRAH GORDON	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Dade	Customer Phone:	(305)-887-6818	Sent To Company:	Y	Apparent Rule Violation:	PSA: OTHER
	CARMEN FETA	323448T	WEBNET COMMUNICATIONS, INC.	TJ299	07/10/2000		
Date Closed:	/ /	Assigned Analyst:	NOELIA SANTIAGO	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Pinellas	Customer Phone:	(727)-784-3574	Sent To Company:	Y	Apparent Rule Violation:	PSA: OTHER
	RUSSEL M WHITEHURST	324248T	WEBNET COMMUNICATIONS, INC.	TJ299	07/15/2000		
Date Closed:	/ /	Assigned Analyst:	KATE SMITH	Closed Analyst:			
Service/Billing:	B	Savings:	0.00	How Received:	PHONE	Preliminary Type:	CRAMMING
County:	Pasco	Customer Phone:	(727)-939-1261	Sent To Company:	Y	Apparent Rule Violation:	PSA: OTHER
	CHARLES BRATTON	324469T	WEBNET COMMUNICATIONS, INC.	TJ299	07/17/2000	GI-07	T
Date Closed:	08/03/2000	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	Ellen Plendl		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Hillsborough	Customer Phone:	(813)-234-1204	Sent To Company:	Y	Apparent Rule Violation:	N PSA: OTHER
	SALLY A JACOBS	325013T	WEBNET COMMUNICATIONS, INC.	TJ299	07/19/2000	LS-13	T
Date Closed:	08/03/2000	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:	Ellen Plendl		
Service/Billing:	S	Savings:	214.40	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Martin	Customer Phone:	(561)-220-3391	Sent To Company:	Y	Apparent Rule Violation:	Y PSA: OTHER
	SUSAN GIVEON	325014T	WEBNET COMMUNICATIONS, INC.	TJ299	07/19/2000		
Date Closed:	/ /	Assigned Analyst:	ELLEN PLENDL	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Palm Beach	Customer Phone:	(561)-483-2254	Sent To Company:	Y	Apparent Rule Violation:	PSA: OTHER

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
BILL PHILLIPS		325195T	WEBNET COMMUNICATIONS, INC.	TJ299	07/19/2000		
Date Closed: / /	Assigned Analyst: ELLEN PLENDL		Closed Analyst:				
Service/Billing: S	Savings: 0.00		How Received: PHONE		Preliminary Type: SLAMMING		
County: Bay	Customer Phone: (850)-265-8690	Sent To Company: Y	Apparent Rule Violation:		PSA: OTHER		
DARLENE LOTT		325857T	WEBNET COMMUNICATIONS, INC.	TJ299	07/24/2000		
Date Closed: / /	Assigned Analyst: NANCY		Closed Analyst:				
Service/Billing: S	Savings: 0.00		How Received: PHONE		Preliminary Type: SLAMMING		
County: Hillsborough	Customer Phone: (813)-754-3956	Sent To Company: Y	Apparent Rule Violation:		PSA: OTHER		
LAWRENCE WOLMAN		326241T	WEBNET COMMUNICATIONS, INC.	TJ299	07/25/2000		
Date Closed: / /	Assigned Analyst: ELLEN PLENDL		Closed Analyst:				
Service/Billing: S	Savings: 0.00		How Received: PHONE		Preliminary Type: SLAMMING		
County: Palm Beach	Customer Phone: (561)-790-4581	Sent To Company: Y	Apparent Rule Violation:		PSA: OTHER		
CHARICE HARRIS		326394T	WEBNET COMMUNICATIONS, INC.	TJ299	07/25/2000		
Date Closed: / /	Assigned Analyst: RANDY ROLAND		Closed Analyst:				
Service/Billing: S	Savings: 0.00		How Received: PHONE		Preliminary Type: SLAMMING		
County: Duval	Customer Phone: (904)-247-4328	Sent To Company: Y	Apparent Rule Violation:		PSA: OTHER		
ANTHONY R BUMBACA, SR		327521T	WEBNET COMMUNICATIONS, INC.	TJ299	07/31/2000		
Date Closed: / /	Assigned Analyst: ELLEN PLENDL		Closed Analyst:				
Service/Billing: S	Savings: 0.00		How Received: FAX		Preliminary Type: SLAMMING		
County: Broward	Customer Phone: (954)-566-7025	Sent To Company: Y	Apparent Rule Violation:		PSA: OTHER		
DENISE WHALEY		327677T	WEBNET COMMUNICATIONS, INC.	TJ299	07/31/2000		
Date Closed: / /	Assigned Analyst: RANDY ROLAND		Closed Analyst:				
Service/Billing: S	Savings: 0.00		How Received: PHONE		Preliminary Type: SLAMMING		
County: Martin	Customer Phone: (561)-781-4376	Sent To Company: N	Apparent Rule Violation:		PSA: OTHER		

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	DALE H THOMPSON	329508T	WEBNET COMMUNICATIONS, INC.	TJ299	08/08/2000		
Date Closed:	/ /	Assigned Analyst: RANDY ROLAND		Closed Analyst:			
Service/Billing:	S	Savings: 0.00		How Received: PHONE	Preliminary Type: SLAMMING		
County: Flagler		Customer Phone: (904)-446-4718	Sent To Company: Y	Apparent Rule Violation:	PSA: OTHER		

CAF Total Cases: 42 CAF Total Savings: 892.94
 CMP

	DONNA M WILLIAMS	321993T	WEBNET COMMUNICATIONS, INC.	TJ299	06/23/2000		
Date Closed:	/ /	Assigned Analyst: Ray Kennedy		Closed Analyst:			
Service/Billing:	S	Savings: 0.00		How Received: PHONE	Preliminary Type: SLAMMING		
County: Broward		Customer Phone: (954)-726-9918	Sent To Company: Y	Apparent Rule Violation:	PSA: OTHER		

CMP Total Cases: 1 CMP Total Savings: 0.00
 Total Cases: 43 Total Savings: 892.94