



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-

RECEIVED FPSC
CO OCT -4 PH 2:06
RECORDS AND REPORTING

DATE: OCTOBER 5, 2000

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

FROM: DIVISION OF LEGAL SERVICES (KNIGHT) *WOK DLK*
DIVISION OF COMPETITIVE SERVICES (M. WATTS) *WMT*

RE: DOCKET NO. 000482-TC - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION FOR APPARENT VIOLATION OF RULE 25-4.043, F.A.C., RESPONSE TO COMMISSION STAFF INQUIRIES.

AGENDA: 10/17/00 - REGULAR AGENDA - INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\CMP\WP\000482R.RCM

CASE BACKGROUND

- January 27, 2000 - Staff mailed Maria E. Delgado d/b/a Global Communication (Global) a letter (Attachment A, pages 6-9) informing it of a pay telephone rule violation found in Tampa with a response due on February 11, 2000.
- January 31, 2000 - Global reported \$84,042.32 revenues on its 1999 regulatory assessment fee return.
- February 2, 2000 - Staff mailed the company a letter (Attachment B, pages 10-13) informing it of a pay telephone rule violation found in New Port Richey with a response due on February 17, 2000.
- February 22, 2000 - The company did not respond to either letter; therefore, staff mailed the company certified letters

DOCUMENT NUMBER-DATE

12602 OCT-4 8

FPSC-RECORDS/REPORTING

DOCKET NO. 000482-TC
DATE: October 5, 2000

(Attachments C, page 14, and D, page 15) for each of the violations noted above with a response due on March 8, 2000.

- February 25, 2000 - The USPS return receipt (Attachment E, page 16) showed the certified letters (mailed in one envelope) were signed for and delivered on this date.
- March 16, 2000 - April 17, 2000 - Staff called the telephone number listed in the Master Commission Directory for the company four times during this period and left messages each time for a return call. No return calls were received.
- April 24, 2000 - Staff opened this docket to investigate whether Global should be ordered to show cause why it should not be fined or have its certificate canceled for apparent violation of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries. The Commission issued Order No. PSC-00-1180-SC-TC, dated June 30, 2000, ordering Global to show cause why it should not be fined \$10,000 or have its certificate canceled.
- August 11, 2000 - Global submitted an offer to settle this case (Attachment F, pages 17-25).

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission accept the settlement offer proposed by Maria E. Delgado d/b/a Global Communication to resolve the apparent violation of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries?

RECOMMENDATION: No. The Commission should not accept the company's settlement proposal. Records indicate that the company did not respond to the Commission for nearly three months, instead of within 15 days as required by Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries, and staff believes that the company's proposal of \$100 is insufficient.
(M. Watts)

STAFF ANALYSIS: On August 11, 2000, Global submitted its response to the Order to Show Cause (Attachment F, pages 17-25), including an offer to settle. Global's response to Commission Order No. PSC-00-1180-SC-TC maintained that it did respond to the staff inquiries, but could provide no documentation to support its claim. In its settlement offer, Global proposed the following:

- A monetary settlement of \$100, and
- To send all future communications to the Commission by certified mail, return receipt requested.

Staff believes the terms of the settlement offer are not acceptable. Two certified letters were sent to the company on February 22, 2000, requesting a reply. They were signed for on February 25, 2000. Staff received no communication from the company until April 28, 2000, four days after the docket was opened. The company's response to Order No. PSC-00-1180-SC-TC, dated June 30, 2000 (Attachment F, pages 17-25), contains copies of phone records indicating the company did try to call staff on April 20 and 21, 2000 (Attachment F, pages 20 and 21). However, staff did not receive these messages.

Staff's recommendation of a \$10,000 fine is consistent with previous decisions in Docket Nos. 992030-TI, Initiation of show cause proceedings against U.S. Operators, Inc. for apparent violation of Rule 25-4.043, F.A.C., Response to Commission Staff Inquiries, and 981375-TC, Cancellation by Florida Public Service Commission of Pay Telephone Certificate No. 5041 issued to Pay-Tel Services Inc. for violation of Rules 25-24.0161, F.A.C., Regulatory Assessment Fees; Telecommunications Companies, and 25-4.043, F.A.C., Response to Commission Staff Inquiries. In these dockets, the Commission accepted contributions of \$2,500 as settlement for the apparent violation of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries. Global's position is that a fine of \$10,000 is excessive, and has offered \$100, which it deems a reasonable amount, given the circumstances. In Docket No. 000215-TX, Initiation of show cause proceedings against Smart City Networks for apparent violation of Section 364.183(1), F.S., Access to Company Records, staff sent two certified letters to the company requesting access to its records, but only received a return receipt for the first letter sent. Staff had initially recommended a fine of \$10,000, and the company offered a voluntary contribution of \$1,000 to settle the case. The company argued that the fact that staff only had one of the return receipts and therefore no proof that the company had received the second certified letter was a mitigating factor. The Commission agreed and accepted the

DOCKET NO. 000482-IC
DATE: October 5, 2000

company's offer of \$1,000. In other dockets with the same apparent violation, the Commission accepted higher settlement offers from other companies that did not present evidence of mitigating factors.

Staff believes that Global's proof that it did try to contact staff before this docket was opened is a mitigating factor in the company's favor, but that an offer of \$100 is still too low. Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries, states:

The necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry.

Staff first contacted Global concerning service deficiencies on January 27, 2000, and Global did not try to contact staff in response until April 20, 2000, nearly three months later. Staff believes that a contribution of not less than \$1,000 is warranted to settle this docket. Therefore staff recommends that the Commission reject the company's settlement proposal. Records indicate that the company did not respond to the Commission for nearly three months, instead of within 15 days as required by Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries, and staff believes that the company's proposal of \$100 is insufficient.

DOCKET NO. 000482-TC
DATE: October 5, 2000

ISSUE 2: Should this docket be closed?

RECOMMENDATION: No. If staff's recommendation in Issue 1 is approved, this docket should remain open pending the resolution of the show cause proceeding. Global must respond to the original show cause order (PSC-00-1180-SC-TC, dated June 30, 2000) within 21 days of the issuance of this Order denying the settlement. If Global fails to respond to the Order to Show Cause and the fine is not received within ten business days after the expiration of the show cause response period, then Certificate No. 3874 should be canceled and this docket should be closed administratively.
(Knight)

STAFF ANALYSIS: This docket should remain open pending the resolution of the show cause proceeding. Global must respond to the original show cause order within 21 days of the issuance of this Order denying the settlement. If Global fails to respond to the Order to Show Cause and the fine is not received within ten business days after the expiration of the show cause response period, then Certificate No. 3874 should be canceled and this docket should be closed administratively.

DOCKET NO. 000482 02
DATE: October 5, 2000

ATTACHMENT A

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
E. LEON JACOBS, JR.



DIVISION OF
TELECOMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(850) 413-6600

Public Service Commission

January 27, 2000

File Number
TF222.001

MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION
ATTN: Maria E. Delgado
4020 B Cortez Drive
Tampa, FL 33614-1535

Dear Payphone Provider:

Service evaluations have been completed on the pay phones listed below. Violation items are referenced on the attached Evaluation Items Form. Please use the Service Violation Correction Form to provide an explanation of the action taken to correct the violation(s). The Service Violation Correction Form must be signed and returned to the Commission staff within 15 calendar days. We suggest you verify that all pay phones you own, that have these same violations, are corrected since fines imposed by the Commission for continuing violations of its pay telephone standards range from \$100 to \$15,000.

NUMBER	PAY PHONE ADDRESS	CITY	VIOLATION ITEMS	EVAL DATE
8132547431	1324 S. DALE MARRY	TAMPA	21	01/19/2000

If you have any questions, please contact me at 850/413-6504 or fax at 850/413-6505.

Sincerely,

Barbara H. Bailey
Barbara H. Bailey
Research Assistant
Bureau of Service Evaluation

c: Florida Public Telecommunications Association

DOCKET NO. 000482
DATE: October 5, 2000

ATTACHMENT A

January 27, 2000

SERVICE VIOLATION CORRECTION FORM
MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION

TF222.001

SIGNED: _____

DATE: _____

NUMBER

CORRECTION

8132547431 _____

DOCKET NO. 000482
DATE: October 5, 2000

ATTACHMENT A

January 27, 2000 EVALUATOR'S COMMENTS CONCERNING VIOLATIONS

TF222.001

8132547431 21. Missing directory.

Please contact us at 850/413-6504 if you have questions.

DOCKET NO. 000482
 DATE: October 5, 2000

ATTACHMENT A

PAY TELEPHONE EVALUATION FORM

Area Code 813 Number 254-7431 FILE NUMBER PE 222.021 (Blank)

PROVIDER NAME Global Comm

PAY PHONE ADDRESS 1324 S. DALE Mabry BRASMAN'S TEXACO

PAY PHONE CITY TAMPA

EVALUATOR Jim Colby EVALUATION DATE 11/9 1999 2000

DIVISION CMU Operator Service Provider (OSP)
(Dial 6 + AREA CODE & NO. COIN CODE, WITH IN RANGE OF OSP ABOVE)

	NE	SAT	UNSAT	CODE	RULE 28-24.818
Sufficient light to read instructions at night				1	(2)
Automatic coin return functions properly				2	(3)
Direct free access to 911 Answer Time _____				3	(4)
The 911 center could verify the street address of the pay phone				4	
Direct free access to dialtone				5	(5)
Direct free access to toll free numbers (e.g. 800, 877, & 888)				6	(6)
Access to local & toll directory assistance		✓		7*	(7)
Address of responsible party for refunds/repairs displayed				8	(8)(a)
Direct free access to repairs or refunds				9	(8)
Legible & correct telephone number was displayed				10	(9)(a)
Correct address of pay phone location is displayed				11	(9)(b)
Name of provider is displayed Certificate No. _____ Effective 7/28/99				12	(9)(a)
Local coin rate posted Rate _____				13	(9)(a)
Clear and accurate dialing instructions are displayed				14	(9)(b)
Access to all available interexchange carriers was available (see back)				15	(10)
No coin collection allowed between last digit dialed & connection to the DUC				16	(11)
All 0-calls routed to authorized telecommunications company Name of Provider _____				17*	(12)
Incoming calls can be received (and bell rings and can be heard)				18	(13)(a)
A notice that incoming calls are blocked is posted if incoming calls not received				19	(13)(b)
Telephone could originate calls				20	(14)(a)
Current directory is available or sign that DA calls are free			X	21	(16)(a)
Instrument & enclosure was reasonably clean, no broken glass				22	(17)
Telephone was accessible to the physically handicapped (see back)				23	(18)(a)(b)(c) (19) ANSI A117.1-1992
(Item Deleted)				24	
Writing properly terminated and in good condition				25	ANSI-C2

NE = Not Evaluated * Record Answer Time when payphone evaluation done as part of LEC Service Evaluation

CALL DURATION POSTED _____

EAS COIN RATE _____ (Dial EAS number as shown in local directory to verify amount being charged)

LOCAL DA RATE 50 Dial 6 + (888) 413-8812 + CARD NUMBER - TIME CALL 90 SEC _____

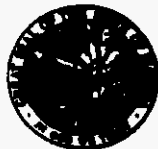
Notes:
(21) MISSING DIRECTORY

DOCKET NO. 000482
DATE: October 5, 2000

ATTACHMENT B

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
E. LEON JACOBS, JR.



DIVISION OF
TELECOMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(850)413-6600

Public Service Commission

February 2, 2000

File Number
TF222.002

MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION
ATTN: Maria E. Delgado
4020 B Cortez Drive
Tampa, FL 33614-1535

Dear Payphone Provider:

Service evaluations have been completed on the pay phones listed below. Violation items are referenced on the attached Evaluation Items Form. Please use the Service Violation Correction Form to provide an explanation of the action taken to correct the violation(s). The Service Violation Correction Form must be signed and returned to the Commission staff within 15 calendar days. We suggest you verify that all pay phones you own, that have these same violations, are corrected since fines imposed by the Commission for continuing violations of its pay telephone standards range from \$100 to \$15,000.

NUMBER	PAY PHONE ADDRESS	CITY	VIOLATION ITEMS	EVAL DATE
7278473794	3434 GRAND BLVD.	NEW PORT RICH	9	01/29/2000

If you have any questions, please contact me at 850/413-6504 or fax at 850/413-6505.

Sincerely,

Barbara H. Bailey
Barbara H. Bailey
Research Assistant
Bureau of Service Evaluation

c: Florida Public Telecommunications Association

DOCKET NO. 000482
DATE: October 5, 2000

ATTACHMENT B

February 2, 2000

SERVICE VIOLATION CORRECTION FORM
MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION

TF222.002

SIGNED: _____

DATE: _____

NUMBER

CORRECTION

7278473794 _____

DOCKET NO. 000482-
DATE: October 5, 2000

ATTACHMENT B

February 2, 2000 EVALUATOR'S COMMENTS CONCERNING VIOLATIONS

TF222.002

7278473794 9. Recording you have reached a number that is disconnected.

Please contact us at 850/413-6504 if you have questions.

PAY TELEPHONE EVALUATION FORM

SAT UNSAT

Area Code 222 Number 842-3794 FILE NUMBER TF222.002 (Blank)

PROVIDER NAME Global Communications

PAY PHONE ADDRESS 3434 Grand Blvd VENTURE BAE + Gri

PAY PHONE CITY NEW PORT RICKEY

EVALUATOR Jim Colby EVALUATION DATE 1/25/2000

DIVISION GMU Operator Service Provider (OSP)

(See 9 • EVALUATION & NO GOOD CODES, WRITE IN TERMS OF OSP 25000)

	N/E	SAT	UNSAT	CODE	RULE 24-24.616
Sufficient light to read instructions at night				1	(2)
Automatic coin return functions properly				2	(3)
Direct free access to 911 Answer Time _____				3	(4)
The 911 center could verify the street address of the pay phone				4	
Direct free access to dialtolls				6	(6)
Direct free access to toll free numbers (e.g. 800, 877, & 888)				8	(6)
Access to local & toll directory assistance				7*	(7)
Address of responsible party for refunds/repairs displayed				8	(8) (a)
Direct free access to repairs or refunds				9	(8)
Legible & correct telephone number was displayed <u>AREA Code</u>			<input checked="" type="checkbox"/>	10	(8) (a)
Correct address of pay phone location is displayed				11	(8) (a)
Name of provider is displayed Certificate No. _____ Effective 7/2000				12	(8) (a)
Local coin rate posted Rate _____				13	(8) (a)
Clear and accurate dialing instructions are displayed				14	(8) (b)
Access to all available interexchange carriers was available (see back)				16	(10)
No pacing prohibition allowed between last digit dialed & connection to the DUC				16	(11)
All 6- calls routed to authorized telecommunications company Name of Provider _____				17*	(12)
Incoming calls can be received (and bell rings and can be heard)				18	(13) (a)
A notice that incoming calls are blocked is posted if incoming calls not received				19	(13) (b)
Telephone could originate calls				20	(16) (a)
Current directory is available or sign that DA calls are free				21	(16) (a)
Instrument & enclosure was reasonably clean, no broken glass				22	(17)
Telephone was accessible to the physically handicapped (see back)				23	(17) (a) (b) (c) (d) (e) (f) (g) (h) (i) (j) (k) (l) (m) (n) (o) (p) (q) (r) (s) (t) (u) (v) (w) (x) (y) (z) A117.1-1992
(Item Deleted)				24	
Wiring properly terminated and in good condition				25	ANSI-C3

N/E = Not Evaluated * Record Answer Time when payphone evaluation done as part of LBC Service Evaluation

CALL DURATION POSTED _____

EAS COIN RATE _____ (Dial EAS number as shown in local directory to verify amount being charged)

LOCAL DA RATE _____ Dial 9 • (800) 412-6612 • CARD NUMBER - TIME CALL 66 SEC _____

Note: (9) RECORDING, you HAVE REACHED A # THAT IS DISCONNECTED.

DOCKET NO. 000482-
DATE: October 5, 2000

ATTACHMENT C

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
E. LEON JACOBS, JR.



DIVISION OF
TELECOMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(850) 413-6600

Public Service Commission

February 22, 2000 File Number
TF222.001

CERTIFIED LETTER

MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION
ATTN: Maria E. Delgado
4020 B Cortez Drive
Tampa, FL 33614-1535

Dear Payphone Provider:

The Commission staff has not received your response to our previous letter concerning the violations listed below. For your convenience, you may complete the enclosed Service Violation Correction Form as your response. Please provide an explanation of the action taken to correct the violation(s), sign, and return the form within 15 calendar days.

Failure to correct these violations and respond to this letter may result in a fine being imposed and/or your pay telephone certificate being cancelled.

NUMBER	PAY PHONE ADDRESS	CITY	VIOLATION ITEMS	EVAL DATE
8132547431	1324 S. DALE MARRY	TAMPA	21	01/19/2000

If you have any questions, please contact me at 850/413-6504 or fax at 850/413-6505.

Sincerely,

Barbara H. Bailey
Barbara H. Bailey
Research Assistant
Bureau of Service Evaluation

3.16.2000

813. 935-1624

left msg

3-27-2000 - week - left msg.

4-4-2000 - left msg - fine or cancel

4-17-2000 - left msg.

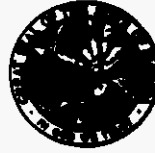
CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850
An Affirmative Action/Equal Opportunity Employer Bureau E-mail CONTACT@FSC.STATE.FL.US

DOCKET NO. 000482
DATE: October 5, 2000

ATTACHMENT D

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
E. LEON JACOBS, JR.



DIVISION OF
TELECOMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(850) 413-6600

Public Service Commission

February 22, 2000 File Number
TF222.002

CERTIFIED LETTER

MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION
ATTN: Maria E. Delgado
4020 B Cortez Drive
Tampa, FL 33614-1535

Dear Payphone Provider:

The Commission staff has not received your response to our previous letter concerning the violations listed below. For your convenience, you may complete the enclosed Service Violation Correction Form as your response. Please provide an explanation of the action taken to correct the violation(s), sign, and return the form within 15 calendar days.

Failure to correct these violations and respond to this letter may result in a fine being imposed and/or your pay telephone certificate being cancelled.

NUMBER	PAY PHONE ADDRESS	CITY	VIOLATION ITEMS	EVAL DATE
7278473794	3434 GRAND BLVD.	NEW PORT RICH	9	01/29/2000

If you have any questions, please contact me at 850/413-6504 or fax at 850/413-6505.

Sincerely,

Barbara H. Bailey
Barbara H. Bailey
Research Assistant
Bureau of Service Evaluation

*3/16/2000
813-935-1624*

*left msg
3-27-2000 - week - left msg
4-4-2000 - left msg for fines or cancel
4-17-2000 - left msg*

DOCKET NO. 000482
DATE: October 5, 2000

ATTACHMENT E

SENDER'S RETURN INFORMATION		RECEIVER'S INFORMATION	
<input type="checkbox"/> Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.		A. Received by (Please Print Clearly)	B. Date of Delivery
<input type="checkbox"/> Print your name and address on the reverse so that we can return the card to you.		2-25-00	
<input type="checkbox"/> Attach this card to the back of the mailpiece, or on the front if space permits.		C. Signature	<input type="checkbox"/> Agent <input type="checkbox"/> Addressee
		X Milder Lopez	
		D. Is delivery address different from item 1? <input checked="" type="checkbox"/> Yes	Free below: <input type="checkbox"/> No
		Express Mail Return Receipt for Merchandise	
		<input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.	
		4. Restricted Delivery? (Extra Fee)	<input type="checkbox"/> Yes

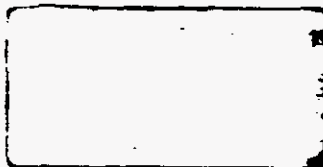
00222-001,002
MARIA E. DELGADO D/B/A GLOBAL
COMMUNICATION
ATTN: Maria E. Delgado
4020 B Cortez Drive
Tampa, FL 33614-1535

2. Article Number (Copy from service label)

PS Form 3811, July 1999

Domestic Return Receipt

10296-09-01-1799



DOCKET NO. 000482-
DATE: October 5, 2000

ATTACHMENT F

ORIGINAL

GLOBAL COMMUNICATION
4020 B Cortez Drive
Tampa, FL 33614
(813) 935-1624

RECEIVED - FPSC
AUG 11 AM 10:33
RECORDS AND
REPORTING

July 20, 2000

Director
Division of Records and Reporting
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Order No. PSC-00-1180-SC-TC; Docket No. 000482-TC

To Whom It May Concern:

I would like to start off by noting that the above referenced docket was never received. The only way I found out about this docket was due to a call I made to Melinda Watts, Monday, July 17th. I was calling to follow up on the status of the letter I wrote in response to the Commission Conference Agenda issued May 26th. During this phone conversation, Melinda stated that my reply, dated June 8th, was in the incorrect format and that I should have received the above docket via certified mail. She then proceeded to fax me a copy on July 17th for my use/records. Therefore, I have only had 3 days to prepare in my defense the information listed below. As you can see, there is questionable doubt as to the validity of the statements in the above reference docket about my intentional disregard for response. As you know, Global Communications has been in business for 5 1/2 years with no "response" problems noted before this time.

Listed below are facts pertinent to the case referenced above.

- I. Background
This docket references notice to me of violations for two pay telephone numbers, (813) 254-7431, Tampa & (727) 847-3794, New Port Richey. FACT: Notification for both numbers was sent to me February 22nd, and a response was mailed & faxed for each on March 7th. Attachments (A-1 & A-2).
- II. Apparent Violation
It states several attempts were made; both by mail and telephone, however Global Communication made no attempts of a response. FACT: This statement is deceiving. I did receive a telephone message on April 17th in which I returned the call on April 20th at 8:47pm leaving a message on Barbara Bailey's voice mail that I would call again the following day during business hours. Proof of call, Attachment B. I called again on April 21st at 3:54pm and left a message on Barbara Bailey's voice mail. I then called back a few minutes later and spoke with a girl (no name) who stated Barbara Bailey was out of the office for the day. I left a message with the girl, as well, to let Barbara Bailey know I was returning her call. Proof of calls, Attachment C. Since I did not receive a call back from Barbara Bailey, after my previous attempts, I called again on April 28th at 8:30am using a pre-paid card as I was at work (Kash n' Karry). Ms. Bailey informed me that the file had been transferred to another department due to lack of response on my part. Since I was at work, she faxed me another blank set of response sheets, which I immediately filled out and faxed back. They can be found herein Attachments D-1, D-2 & D-3.

APP _____
CAF _____
CMP Watts
COM _____
CTR _____
ECR _____
LEG I
OPC _____
PAI _____
RGO _____
SEC I
SER _____
OTH _____

80-0111-110-00

DOCUMENT NUMBER-DATE
09736 AUG 11 8
FPSC-RECORDS REPORTING

III. Show Cause

I do not feel Global Communications should be fined \$10,000 for this violation. There are several inconsistencies between my records of receipt and notification as to what the Commission has on file. I did receive notification of both phone number violations on February 25th. Unfortunately I do not have my fax confirmation as I faxed these from work (Kash n' Karry). However, Melinda Watts does have my original copies I faxed which contains a time stamp on the bottom left hand side. All I can ask is you trust my response was sent as I am trusting Melinda Watts word that all communication, such as this docket, was forwarded via certified mail (which I have not received yet).

I would like to request you look at Global Communications previous records of response for the past 5-½ years and base your conclusion on past history. Due to the miscommunication, I offer the Commission \$100 for violations assumed. **To avoid this in the future, I will send all communications to the Commission via Certified, Return Receipt Requested postal mail.**

I would also like to request I be present via phone conference for this hearing. Please advise how to go about this. Thanking you in advance for your consideration.

Sincerely,



Maria E. Delgado
D/B/A/ Global Communication

Enclosures (7)

DOCKET NO. 000482
DATE: October 5, 2000

ATTACHMENT F

Attachment A (1)

February 22, 2000 SERVICE VIOLATION CORRECTION FORM TF222.002

MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION

SIGNED: Maria E. Delgado

DATE: 3-7-00

NUMBER

CORRECTION

7278473794

Problem corrected

File Copy

DOCKET NO. 000482
DATE: October 5, 2000

ATTACHMENT F

Attachment H (2)

February 22, 2000 SERVICE VIOLATION CORRECTION FORM
MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION
SIGNED: Maria E. Delgado
DATE: 3-7-00
NUMBER CORRECTION
8132547431 Problem corrected

TF222.001

File Copy

Attachment B



TELEPHONE NUMBER 813 932-5942 345
 ACCOUNT NUMBER 151221060614189800
 STATEMENT ENDING May 7, 2000

PAGE 8 OF 12

AT&T billing
 questions
 1 800 222-0300

COMMUNICATIONS SERVICES (continued)

Billing for AT&T



AT&T One Rate Plus Plan (continued)

Night and weekend calls (continued)

Date	Time	Place called		Number called	Min.	Amount
Apr 9	10:05 pm	Miami	FL	305 863-9166	53	\$ 3.30
Apr 14	9:17 pm	Miami	FL	305 207-2409	28	2.80
Apr 14	10:39 pm	Miami	FL	305 863-9166	16	1.60
Apr 22	10:47 pm	Tallahassee	FL	850 413-4994	10	1.00
Apr 22	3:29 pm	Miami	FL	305 223-2898	14	1.40
Apr 22	4:42 pm	Miami	FL	305 279-2511	18	1.80
Apr 22	9:34 pm	Miami	FL	305 863-9166	6	.60
Apr 23	6:05 pm	Miami	FL	305 863-9166	1	.10
		Tallahassee	FL	850 413-4994	15	1.50
Subtotal						\$ 17.30

left message
Barbara

The total for night and weekend calls is \$ 17.30

Day discounted calls

Date	Time	Place called		Number called	Min.	Amount
Apr 11	7:33 pm	Atlanta	GA	404 872-8018	2	\$.20
Subtotal						\$.20

The total for day calls is \$.20

The call amounts are based on AT&T long distance rates and are shown for comparison only. These amounts are not included in the total amount due.

AT&T One Rate Plus Plan Summary

	Amount
AT&T One Rate Plus Plan for APR 30 thru MAY 29	\$ 4.95
Direct Dialed Calls	17.50
Calling Card Calls	.00
Total AT&T One Rate Plus Plan	\$ 22.45

National Access Contribution

	Amount
Carrier Line Charge	\$ 1.51
Universal Connectivity Charge	.47
Total National Access Contribution Charges	\$ 1.98

Attachment C



TELEPHONE NUMBER 813-935-1624
 ACCOUNT NUMBER 151221060435675700
 STATEMENT ENDING May 13, 2000

GE8 OF 10

COMMUNICATIONS SERVICES (continued)



Division of GTE Communications Corporation

GTE LONG DISTANCE REGULATED SERVICE

GTE Easy Savings Plan Calls

Calls billed to
 113 935-1624

Direct Dialed Calls

Day	Date	Time	Place called	Number called	Period	Min.	
1	Thu Apr 13	1:20 pm	Vienna VA	703 385-5300	Peak	1	.27
2	Fri Apr 21	3:54 pm	Tallahassee FL	850 413-6504	Peak	1	.25
3	Fri Apr 21	4:05 pm	Tallahassee FL	850 413-6504	Peak	2	.50
4	Tue Apr 25	5:48 pm	Orlando FL	407 325-6249	Peak	24	5.95
5	Fri Apr 28	7:17 pm	Miami FL	305 207-2469	Peak	2	.50
6	Mon May 1	8:56 pm	Cuba	53533253	Std	1	1.94
7	Tue May 2	9:40 pm	Orlando FL	407 325-6249	OffPk	1	.14
8	Tue May 2	11:51 pm	Orlando FL	407 325-6249	OffPk	2	.28
9	Thu May 4	9:26 pm	Orlando FL	407 325-6249	OffPk	5	.70
10	Fri May 5	12:30 pm	Orlando FL	407 851-9368	Peak	1	.25
11	Fri May 5	12:31 pm	Orlando FL	407 851-9427	Peak	1	.25
12	Fri May 5	12:32 pm	NwPtRichey FL	727 843-0298	Peak	1	.20
13	Fri May 5	12:33 pm	Dade City FL	352 567-6943	Peak	1	.25
14	Fri May 5	12:41 pm	Orlando FL	407 851-9368	Peak	1	.25
15	Tue May 9	11:24 pm	Orlando FL	407 325-6249	OffPk	1	.14
16	Fri May 12	12:44 am	NwPtRichey FL	727 847-3794	OffPk	1	.12
17	Fri May 12	12:46 am	Orlando FL	407 851-9368	OffPk	1	.14
18	Fri May 12	12:46 am	Orlando FL	407 851-9427	OffPk	1	.14
19	Fri May 12	12:48 am	Dade City FL	352 567-6943	OffPk	1	.14
20	Fri May 12	12:49 am	NwPtRichey FL	727 843-0298	OffPk	1	.12
21	Fri May 12	12:50 am	Dade City FL	352 567-7882	OffPk	1	.14
Subtotal							12.67

Barbara - v m
 2nd, 1m

Call Rate Periods:

Peak - Hours are 8:00am to 7:59pm, weekdays

OffPk - Hours are 8:00pm to 7:59am, weekdays and all day Saturday & Sunday

Summary of GTE Easy Savings Plan

22	GTE Long Distance plan calls	12.67
23	*Plan discount 10% of \$12.67	CR 1.27
Total		\$ 11.40

* Your Easy Savings Plan Discount is calculated on your combined regional and long distance calls.

DOCKET NO. 000482
DATE: October 5, 2000

ATTACHMENT F

Attachment D (1)

TRANSMISSION VERIFICATION REPORT

TIME : 04/28/2000 09:04

DATE, TIME	04/28 09:03
FAX NO./NAME	18504136505
DURATION	00:01:16
PAGE(S)	04
RESULT	OK
MODE	STANDARD

Confirmation

DOCKET NO. 000482
DATE: October 5, 2000

ATTACHMENT F

Attachment D (2)

February 22, 2000 SERVICE VIOLATION CORRECTION FORM TF222.001
MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION
SIGNED: Maria E Delgado
DATE: 4-28-00

NUMBER CORRECTION
8132547431 Problem was corrected

This paper was fax to you previously.

Thanks
Maria

File copy

DOCKET NO. 000482
DATE: October 5, 2000

ATTACHMENT F

Attachment D(3)

February 22, 2000 SERVICE VIOLATION CORRECTION FORM TF222.002
MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION
SIGNED: Maria E Delgado
DATE: 4-28-00

NUMBER CORRECTION
7278473794 Problem was corrected

this form was for to you previously

*Thanks
Maria*

file copy