Kay Flynn

From: Vic Cordiano

Sent: Thursday, March 30, 2006 9:35 AM

To: Kay Flynn; Ray Kennedy

Cc: Marguerite Lockard

Subject: RE: Florida Phone - Status check

Thank you very much.

FPSC. CLK - CORRESPONDENCE

Administrative Parties Consumer

DOCUMENT NO. 05308-07

DISTRIBUTION:

060033

From: Kay Flynn

Sent: Thursday, March 30, 2006 9:34 AM

To: Vic Cordiano; Ray Kennedy

Cc: Marguerite Lockard

Subject: RE: Florida Phone - Status check

I looked at the original in the docket file and found the "blacked out" lines on the third page had actually been highlighted with a pink highlighter. Pink is a bad color to highlight with if you intend to make copies which we found out!

I adjusted bright/dark on the copier and finally got a copy of the page with all the text readable.

I will have the page rescanned and replaced online.

(Marguerite this is page 4 of DN 02581-06, and I'll give the copy to you now.)

Kav

P.S. The obscured sentence reads: Furthermore, FPS will modify the description of this charge in customer invoice line items to reflect the change in terminology from "Wire Center Maintenance" to "Inside Wire Maintenance."

From: Vic Cordiano

Sent: Thursday, March 30, 2006 8:29 AM

To: Ray Kennedy **Cc:** Kay Flynn

Subject: RE: Florida Phone - Status check

Sure. I'll make a trip down later today and let you know, but even if it is legible when looking at the actual document, when viewing it online or printing it out, it is illegible and, therefore, I think we are going to have to refile it. I'll let you know what I find out.

From: Ray Kennedy

Sent: Thursday, March 30, 2006 8:20 AM

To: Vic Cordiano

Subject: RE: Florida Phone - Status check

I would appreciate, if you have time, take a look at the document. I am going on memory and sometimes that lets me down. If you can't, I will try to do it myself or have someone else look at it. Thanks Vic.

From: Vic Cordiano

3/30/2006

Sent: Thursday, March 30, 2006 8:14 A

To: Ray Kennedy

Subject: RE: Florida Phone - Status check

Thanks

From: Ray Kennedy

Sent: Thursday, March 30, 2006 8:13 AM

To: Vic Cordiano

Cc: Toni McCoy; Lee Eng Tan; Victor McKay **Subject:** RE: Florida Phone - Status check

Vic.

I believe if you were to go down and look at the document you will see that it is just a highlight marker that I had placed on the sentence, not that it is blacked out. Toni took my copy of the document for filing.

But, to make sure, you probably should take a trip down to Records and verify for sure.

Thanks

For planning purposes, I am not confident at this point that we will be filing a recommendation on 4/6. But I will decide that based on incoming data and when the clock runs out on getting new interest dollars calculated, etc.

Lee Eng, Did Jonathan submit new numbers yet?

From: Vic Cordiano

Sent: Thursday, March 30, 2006 7:49 AM

To: Toni McCoy; Lee Eng Tan; Ray Kennedy; Victor McKay

Subject: FW: Florida Phone - Status check

Importance: High

Team, please also note that I checked CMS and found something very interesting in regard to the correspondence attached to Toni's memo (see the CMS screen shot below for the specific document), i.e., on page 3 of the correspondence (FPS's setttlement proposal), the language "[f]urthermore, FPS will modify the description of this charge in customer invoice line items to reflect the change in terminology from "Wire Center Maintenance" to "Inside Wire Maintenance" is blackened out. Would someone please let me know why this is so? As we all know, all line item names on a bill need to be properly identified, and, in this case, FPS needs to use the line item "Inside Wire Maintenance".

Document Number: 02581-06

Is/Was Confidential

Type

Order Number: Fine/Settlement: N

Filing Date: 03/22/2006

Suffix: TX

Co. Name: Florida Phone Service Inc. d/b/a Global Telecom

— DESCRIPTION —

CMP/McCoy - Memo dated 3/21/06 to CCA/Bayo with attached correspondence for docket file.

From: Vic Cordiano

Sent: Wednesday, March 29, 2006 3:48 PM

3/30/2006

To: Toni McCoy

Cc: Lee Eng Tan; Ray Kennedy; Victor McKay Subject: FW: Florida Phone - Status check

Importance: High

Has Lee Eng or Ray talked with Jonathan since my e-mail below? If so, please let me know the outcome. Since it's now one day prior to the recommendation routing date, are you going to submit a revised CASR? I have attached my portion of the recommendation to this e-mail. Toni, feel free to switch my issue to Issue 2 if you would like your issue to be Issue 1. Lee Eng/Victor, please review Issue 3 and modify it as you see fit. Thanks.

From: Vic Cordiano

Sent: Wednesday, March 22, 2006 1:05 PM **To:** Lee Eng Tan; Toni McCoy; Ray Kennedy **Subject:** FW: Florida Phone - Status check

Importance: High

He is correct with respect to not seeing those two charges, but what can be seen is the \$10.13 charge for the Subscriber Line Charge, i.e., yet another name for the FCC charge, which is supposed to be \$6.50. FPS's very own Lobsang Burgos explains (below) that the \$1.00 billing surcharge and \$2.63 wire maintenance charge got rolled in the FCC charge line item by mistake due to a billing system error. Therefore, FPS did, in fact, bill and collect wire maintenance charges and and billing surcharges in 2004 and I ask, once again, that he provide a revised Attachment 5 spreadsheet reflecting such overcharges.

From: Lobsang [mailto:lob@gogtg.com]
Sent: Tuesday, December 13, 2005 1:41 PM

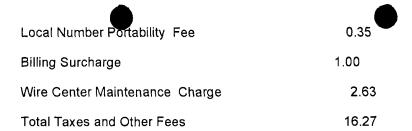
To: PSCREPLY

Subject: Att: Shonna Maccrey

This email serves as a response to the complaint filed on November the 18th of 2005 by Dorothy Prime. According to the report customer is disputing the FCC charge on her bills for \$10.13 instead of \$6.50 throughout 13 months. On February 2nd of 2005 Ms Prime brought to our attention that we had an error in her bill, we explained to her that those are two separate charges that by mistake were assigned to the fourth line in our tax summary in this case the FCC. Ms Prime was not the only customer affected by this billing error, but thanks to her, we corrected it and informed our active customers that their Tax summary was going to change slightly in the number of charges that appear under tax summary but the "Total Tax Amount" was going to stay invariable. Our representatives explained to Ms. Prime that we were not over charging her but the \$10.13 were really two charges mistakenly assigned to one field in our bill, she was satisfied with our explanation but shortly after that day she switched to another company. Within a week of the complaint being filed we called Ms Prime to ask her what she wanted us to do to satisfy her, she made it clear that she wanted an explanation on why the FCC charges were \$10.13, after going over the billing error with her, we offered a full month of free phone service with one hundred minutes of nationwide long distance and after that her monthly payment would be only \$41.21, which is less than what she is paying Bell South according to Ms Prime herself, with free Local Long Distance and many other features. Ms Prime said that she needed time to think about this offer and after consulting with her relatives she called us a couple of days later to let us know that she was declining our offer and that she just wanted us to answer the complaint to the Florida Public Service Commission. Please verify with Ms Prime that all the information in my response is accurate with her recollection of the events, also let her know that our offer still stands and that we would like to further assist her in this or any other matter. Below is a copy of the tax summary from one of our active customers to confirm that the error has been fixed. Thank you for helping us resolve this disagreement.

Taxes and Other Applicable Fees

Name	Amount
Federal Excise Tax	1.11
E911 Tax	0.50
Statutory Gross Receipts	0.87
Fed Universal Service Fund	1.07
Telecommunications Relay Service Surcharge	0.15
Communications Services Tax	2.09
FCC Authorized Line Charge	6.50



Lobsang Burgos Company: FPS/GTG Direct line: 3052707112 Email: Lob@gogtg.com

From: Lee Eng Tan

Sent: Wednesday, March 22, 2006 10:46 AM

To: Ray Kennedy

Cc: Vic Cordiano; Toni McCoy

Subject: FW: Florida Phone - Status check

From: Jonathan Marashlian [mailto:jsm@thlglaw.com]

Sent: Wednesday, March 22, 2006 10:40 AM

To: Lee Eng Tan

Subject: RE: Florida Phone - Status check

Thanks Lee Eng.

Upon reviewing the 2004 invoice of Ms. Dorothy Prime, I did not see any "wire maintenance" or "billing surcharges". I did notice that "FCC Charge" was highlighted on the 04/21/2004 invoice and "FCC Authorized Line Charge" was highlighted on the 10/11/2004 invoice. According to FPS, these are identical charges under different names; the charges relate to the Subscriber Line Charge, also known as the Carrier Access Fee, Network Access Fee, End User Common Line Charge and many other names used by a variety of telcos. The charge is authorized by the FCC and is jurisdictionally interstate.

FPS reiterates that it did not begin charging the "wire maintenance" or "billing surcharge" until Feb. 2005. This, combined with the fact that the FCC Charge is interstate and wholly-unrelated to charges detailed in Attachment 5, I cannot see the need to provide an updated Attachment including 2004.

Please advise.

I am attaching the updated Price List containing the suggested language change.

Let me know if there is more I can do to assist.

Regards, Jonathan

Tel: 703-714-1313 www.thlglaw.com

CONFIDENTIAL & PRIVILEGED - ATTORNEY-CLIENT COMMUNICATION

From: Lee Eng Tan [mailto:LTAN@PSC.STATE.FL.US]

Sent: Tuesday, March 21, 2006 4:49 PM

To: Jonathan Marashlian

Subject: RE: Florida Phone - Status check

Hi Jonathan,

You should be receiving the fax now.

- Lee Eng

From: Jonathan Marashlian [mailto:jsm@thlglaw.com]

Sent: Tuesday, March 21, 2006 4:30 PM

To: Lee Eng Tan

Subject: RE: Florida Phone - Status check

Lee Eng -

Could you fax me the invoice? 703-991-2557

Thanks!
Jonathan

Tel: 703-714-1313 www.thlglaw.com

CONFIDENTIAL & PRIVILEGED - ATTORNEY-CLIENT COMMUNICATION

From: Lee Eng Tan [mailto:LTAN@PSC.STATE.FL.US]

Sent: Tuesday, March 21, 2006 3:38 PM

To: Jonathan Marashlian

Cc: Ray Kennedy; Vic Cordiano; Toni McCoy **Subject:** RE: Florida Phone - Status check

Hello Jonathan,

The invoices of Dorothy Prime show the inside wire maintenance charges and the billing surcharges from 2004. I will be happy to fax these to you, should you be interested. We will need for FPS to provide an Attachment 5 that includes 2004 - 2006.

Additionally, in the Florida Phone Service Price List, we need a clarification.

Section 4.0-Miscellaneous Services and Rates

Billing Surcharge

4.5.1. Description (Currently) The Company incurs expenses to render paper invoices and process non-electrical payments. In order to maintain the lowest possible cost of service for customers electing to receive and pay invoices electronically, the Company assesses a Billing Surcharge. The Service optional.

We suggest: The Company incurs expenses to render paper invoices and process non-electrical payments. The Company assesses a Billing Surcharge for those customers electing a paper invoice and there is no surcharge for electronic invoices and payments.

You may need to also address in 4.5.1. other forms of billing and payments, and whether surcharges will be assessed.

We will need the final revised Price List and final revised Attachment 5 spreadsheet to us by 03/28/06.

Thank you.

Lee Eng

From: Jonathan Marashlian [mailto:jsm@thlglaw.com]

Sent: Tuesday, March 21, 2006 10:29 AM

To: Lee Eng Tan

Cc: Ray Kennedy; Toni McCoy; Vic Cordiano **Subject:** RE: Florida Phone - Status check

Lee Eng -

Sorry it's taken so long to get back to you on this issue, but Mr. Siddiqi, FPS's Director of Operations, has been out of town. According to Mr. Siddiqi, FPS began charging the surcharges in question in February of 2005, therefore, Attachment 5 should be complete as submitted.

Please let me know if I can be of more assistance.

Regards, Jonathan

Tel: 703-714-1313 www.thlglaw.com

CONFIDENTIAL & PRIVILEGED - ATTORNEY-CLIENT COMMUNICATION

From: Lee Eng Tan [mailto:LTAN@PSC.STATE.FL.US]

Sent: Thursday, March 16, 2006 9:32 AM

To: Jonathan Marashlian

Cc: Ray Kennedy; Toni McCoy; Vic Cordiano **Subject:** RE: Florida Phone - Status check

Good Morning Jonathan,

We have one additional request regarding Florida Phone Service (Docket No. 060033). We have determined that the database in Attachment 5 should have included 2004.(Attachment 5 shows wire maintenance charges and billing surcharges). Currently the database is showing only 2005 and 2006. Please send us an updated database.

Thank you.

Regards, Lee Eng

Kay Flynn

060033-7X

To:

Raquel Tully Ray Kennedy RE: 060033-TX

Cc: Subject:

Thanks. I'll add a note to the document description that I've confirmed pmt amt with you.

From:

Raquel Tully

Sent:

Tuesday, January 24, 2006 2:38 PM

To: Subject: Kay Flynn RE: 060033-TX

Yes Kay, They paid \$400.00

From:

Kay Flynn

Sent:

Tuesday, January 24, 2006 2:36 PM

To:

Ray Kennedy; Raquel Tully

Subject:

RE: 060033-TX

This is what you might call a strange coincidence. I had JUST gone back to look in the docket file for any indication of how much this company paid and was going to send the PDF to Raquel so she could look back and confirm they paid \$400.

I'll do so by your e-mail. Raquel, please check back to see the amount of the check this company submitted (see attached PDF) for its CLEC application.

Thanks. << File: 00349-06.PDF >>

Kay

From:

Ray Kennedy

Sent:

Tuesday, January 24, 2006 2:32 PM

To:

Kay Flynn 060033-TX

Subject: 060033-

Scanned record for payment info does not show any payment. Any way of knowing what they paid?

COMMISSIONERS: LISA POLAK EDGAR, CHAIRMAN J. TERRY DEASON ISILIO ARRIAGA MATTHEW M. CARTER II KATRINA J. TEW





DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Hublic Service Commission

January 13, 2006

Aiman Awida Florida Phone Service Inc. 7181 SW 117th Avenue Miami, Florida 33183 **ADMINISTRATIVE**

Re: Docket No. 060033-TX

Dear Aiman Awida:

This will acknowledge receipt of an application for certificate to provide competitive local exchange telecommunications service by Florida Phone Service Inc., which was filed in this office on January 12, 2006, and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6248 or FAX (850) 413-7180.

Please note as well that the Commission's Statement of Agency Organization and Operations, requires certificated companies to notify the Commission of any changes in name, telephone, address, or contact person. Should your application be granted by the Commission, you will be expected to comply with this requirement by advising us of any changes as they occur.

Bureau of Records

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PSC-COMMISSION CLERK

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Where panels are assigned the senior Commissioner is Panel Chairman:

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Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved:	
Date:	

Docket No. <u>060033-TX</u> Date Docketed: <u>01/12/2006</u> Title: Application for certificate to provide competitive local exchange telecommunications service by Florida Phone Service

Inc.

Company: Florida Phone Service Inc.

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PSC/CCA015-C (Rev. 01/03)

Docket No. 060033-TX Date Docketed: 01/12/2006 Title:

Application for certificate to provide competitive local exchange telecommunications service by Florida Phone Service,

Inc. d/b/a Global Telecom Group.

Company: Florida Phone Service Inc. d/b/a Glo

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PSC/CCA015-C (Rev. 01/03)

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assigned the full Commission decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is

* COMPLETED EVENTS

Approved:

Docket No. 060033-TX Date Docketed: 01/12/2006

Title:

Application for certificate to provide competitive local exchange telecommunications service by Florida Phone Service,

Company: Florida Phone Service Inc. d/b/a Glo

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Where panels are assigned the senior Commissioner is Panel Chairman:

Where one Commissioner, a Hearing Examiner or a Staff Member is

Approved:

Date:

Docket No. 060033-TX Date Docketed: 01/12/2006 Title: Application for certificate to provide competitive local

exchange telecommunications service by Florida Phone Service,

Inc. d/b/a Global Telecom Group.

Company: Florida Phone Service Inc. d/b/a Glo

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Where panels are assigned the senior Commissioner is Panel Chairman:

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Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

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Docket No. $\underline{060033-TX}$ Date Docketed: $\underline{01/12/2006}$ Title: Application for certificate to provide competitive local

exchange telecommunications service by Florida Phone Service,

Inc. d/b/a Global Telecom Group.

Company: Florida Phone Service Inc. d/b/a Glo

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Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

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Docket No. 060033-TX Date Docketed: 01/12/2006 Title: Application for certificate to provide competitive local

exchange telecommunications service by Florida Phone Service,

Inc. d/b/a Global Telecom Group.

Company: Florida Phone Service Inc. d/b/a Glo

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Where panels are assigned the senior Commissioner is Panel Chairman:

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved:

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Docket No. 060033-TX Date Docketed: 01/12/2006 Title:

Application for certificate to provide competitive local exchange telecommunications service by Florida Phone Service,

Inc. d/b/a Global Telecom Group.

Company: Florida Phone Service Inc. d/b/a Glo

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Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

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Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

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Docket No. 060033-TX Date Docketed: 01/12/2006 Title: Application for certificate to provide competitive local

exchange telecommunications service by Florida Phone Service,

Inc. d/b/a Global Telecom Group.

Company: Florida Phone Service Inc. d/b/a Glo

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Section 3 - Chairman Completes

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Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is

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Docket No. $\underline{060033-TX}$ Date Docketed: $\underline{01/12/2006}$ Title: Application for certificate to provide competitive local

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Company: Florida Phone Service Inc. d/b/a Glo

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Where panels are assigned the senior Commissioner is Panel Chairman:

Where one Commissioner, a Hearing Examiner or a Staff Member is

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Section 1 - Office of Commission Clerk

Docket No. $\underline{060033-TX}$ Date Docketed: $\underline{01/12/2006}$ Title: Application for certificate to provide competitive local

Company: Florida Phone Service Inc. d/b/a Glo

exchange telecommunications service by Florida Phone Service,
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Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

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Docket No. 060033-TX Date Docketed: 01/12/2006 Title: Application for certificate to provide competitive local

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Recommended ass	ignments for hearing	30.							<u> </u>		
and/or deciding		31.									
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Initials OPR		38.									
Staff	Counsel	39.					. —				
ection 3 - Chai		40.	Assignment						<u>.l</u>		

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Hrg

Exam

Staff

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

SK

Approved: Date:

CT

ED

Commissioners

MM

AG

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ALL

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Commissioners

CT

MM

AG

Marguerite Lockard

PSC-06-0482-PAA-

From:

Patti Zellner

Sent:

To:

Subject:

Monday, June 05, 2006 1:26 PM CCA - Orders / Notices Order / Notice Submitted

Date and Time: **Docket Number:** 6/5/2006 1:25:00 PM 060033-TX

Filename / Path:

060033.paa2.tlt.doc

NOTICE OF PROPOSED AGENCY ACTION ORDER GRANTING CERTIFICATE TO PROVIDE COMPETITIVE LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

Matilda Sanders

From:

LaSandra Givens

Sent:

Friday, June 30, 2006 10:02 AM CCA - Orders / Notices

To:

Subject:

Order / Notice Submitted

Date and Time:

6/30/2006 10:00:00 AM

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060311CO.KS.DOC

060320CO.TLT.DOC

060320-TS

CONSUMMATING ORDER