

Ruth Nettles

100175-12

From: -
Sent: Monday, April 05, 2010 12:42 PM
To: Filings@psc.state.fl.us
Subject: complaint attached
Attachments: FPSCfilings.docx

REDACTED

Contact information included in attached document.

s/

DOCUMENT NUMBER-DATE

02569 APR-7 2010

FPSC-COMMISSION CLERK

4/5/2010

filings@psc.state.fl.us in Word with numbered paragraphs. Use the document extension .doc.

This complaint replaces filings of 10/2/2009 and 10/19/2009.

(a) The complaint is AT&T violates Florida Administrative Code Chapter 25-4.113 (f) and various sections of Florida Administrative Code, Florida Statutes, and AT&T Regulations that pertain to billing of charges and collection of charges, fees and taxes; fraud - AT&T violated law it appears when she demanded and received payment of charges that customers are not required to pay according to F.S. 202, 203, (350,) 364, 365, 366, 367 and 427, and the company regulations. Federal law does not demand payment of taxes or money from those e.g. children, elderly and jobless who lack adequate access to it.

b) Affected Agencies are Florida Public Service Commission 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850 and AT&T dba Bellsouth 500 Chastain Central Boulevard Suite 505 Kennesaw, Georgia 30144. Petitioner is _____ of _____ (whose contact information is used for service purposes only and redacted from all public records)

c) Petitioner communicated with FPSC Staff about this matter in 2009 and most recently in March, 2010.

d) The issue is according to AT&T regulations and it appears according to law also AT&T is ultimately responsible for payment of charges, taxes, etc in excess of services and products furnished by company to the subscriber/customer.

e) Customers are obligated to pay for services and products received and permitted to pay another's obligations though not obligated to pay the company's costs.

f) Language of Florida Administrative Code Chapter 25-4.113 (f) and Florida Statutes Chapter 364.10(d) and 427.704 (4) appear ambiguous. Some persons read the code and statutes in a manner that is harmful to the ordinary customer.

g) Petition seeks action according to AT&T regulations and that benefits customers according to law e.g. Commission declares customer free from paying tax obligations of the company.

s/

DOCUMENT NUMBER-DATE

02569 APR-7 09

FPSC-COMMISSION CLERK