



OFFICE OF THE ATTORNEY GENERAL

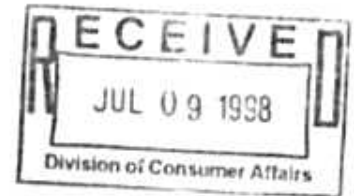
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DEPARTMENT OF LEGAL AFFAIRS

THE CAPITOL

TALLAHASSEE, FLORIDA 32399-1050

ROBERT A. BUTTERWORTH  
Attorney General  
State of Florida



July 4, 1998

Mr. Joel Ballew  
Excel Communications, Inc.  
8750 North Central Expressway  
Lock Box #6  
Dallas, Texas 75231

980000

(970764-TI)

Dear Mr. Ballew:

The Florida Attorney General's Office is in receipt of your notice regarding the appropriate address for consumer complaints or inquiries for Excel Telecommunications, Inc., and Telco Holdings, Inc., d/b/a Dial and Save and Long Distance Wholesale Club d/b/a 10297, Inc.

I have taken the liberty of forwarding your letter to the Florida Public Service Commission, the state agency which regulates investor-owned utilities including long distance carriers. The telephone number is (850)413-6100, or toll-free (800)342-3552 from within Florida. I have also forwarded a copy to Florida's Department of Agriculture and Consumer Services, Division of Consumer Services (DCS). DCS serves as the state clearinghouse or "intake" office for the processing of consumer complaints. You may contact DCS at telephone (850)488-2221, or toll free from within Florida at (800)435-7352.

Thank you for contacting the Attorney General's Office.

Sincerely,

Paula Wood  
Administrative Assistant

PW/fbk

cc: Public Service Commission  
Consumer Services  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Department of Agriculture and  
Consumer Services (w/enclosure)  
Division of Consumer Services  
Mayo Building  
Tallahassee, Florida 32399-0800

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June 16, 1998

*On line with the future*

Florida Office of  
the Attorney General  
Second Floor, Mayo Building  
Tallahassee, FL 32399-1050

To whom it may concern:

In June 1997, Excel Communications, Inc. announced that it would acquire Telco Communications Group, Inc. of Chantilly, Virginia. On October 14, 1997, the merger between the two companies was completed.

In an effort to streamline processes within the combined companies, Excel's Regulatory Affairs Department will soon begin addressing Telco's and Long Distance Wholesale Club's consumer complaints and inquiries forwarded by federal, state and local regulatory agencies.

**Effective June 29, 1998, you may send all consumer complaints and inquiries for Excel Telecommunications, Inc. and Telco Holdings, Inc., d/b/a Dial and Save and Long Distance Wholesale Club, d/b/a 10297, Inc., to Joel Ballew. The mailing address and telephone numbers are as follows:**

**Excel Communications, Inc.  
Regulatory Affairs Department  
8750 N. Central Expressway  
Dallas, Texas 75231**

**WATS: (800) 783-2909  
Local: (214) 863-8700  
Facsimile: (214) 863-8721**

Please modify your records to reflect the change in contact name and address for Telco's and Long Distance Wholesale Club's regulatory complaints and inquiries. If you have any questions, please contact me at (214) 863-8707.

Thank you for your prompt attention to this matter. We appreciate your patience during this transition period.

Sincerely,

A handwritten signature in cursive script that reads "Joel Ballew".

Joel Ballew  
Manager, Regulatory Affairs