

KLEIN, ZELMAN, ROTHERMEL & DICHTER, L.L.P.

ORIGINAL

485 MADISON AVENUE

NEW YORK, NEW YORK 10022-5803

TEL (212) 935-6020

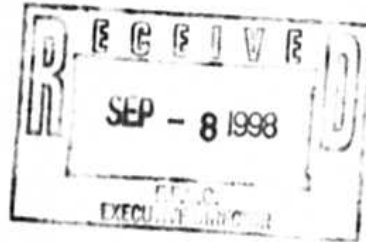
FAX (212) 753-8101

e-mail: kzrd@legal.org

STEPHEN B. HANSBURG
OF COUNSEL

FRED C. KLEIN
ANDREW E. ZELMAN
JOAN EBERT ROTHERMEL
JOEL R. DICHTER
JANE B. JACOBS
NANCY B. SCHESS

BRIAN G. CESARATTO
SEAN A. MOYNIHAN
DAVID O. KLEIN
JOSHUA M. SACHS



September 4, 1998

VIA FEDERAL EXPRESS

Mr. William Talbott
Executive Director
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Re: Docket No. 980914-T1

Dear Mr. Talbott:

We represent Network Access Inc. in the above-referenced matter. Our discussions with principals of Network Access Inc. reveal that the dispute concerning telephone charges billed to telephone number (813) 677-5286 is the result of a service error on the part of our client's billing entity, Long Distance Billing Company ("LDBC").

Network Access Inc. is a telecommunications billing aggregator for international and domestic carriers and audiotext providers. Pursuant to a contractual arrangement between Network Access Inc. and one of its billing subagents, LDBC, Network Access Inc. forwards the billing records of its clients to LDBC, who formats the billings and then sends the records on to the Local Exchange Carrier ("LEC") in the applicable jurisdiction for submission to customers. LDBC then collects from the LEC and the money is forwarded on to Network Access Inc.

As you are well aware, Bell South controls approximately ninety percent (90%) of the State's calling areas. Because Network Access Inc. does not have a billing and collection agreement with Bell South, LDBC has been instructed not to bill all calls from the State and to do no billing in that jurisdiction on behalf of Network Access Inc.'s clients. However, Network Access Inc. does have billing and collection agreements with GTE and Centel who, together, service the remaining ten percent (10%) of the State of Florida.

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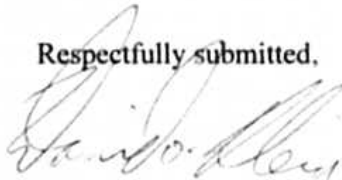
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What we believe occurred here was that telephone number (813) 677-5286, a GTE account, inadvertently slipped through LDBC's blocking system and several international calls were billed to the customer. Unfortunately, this screening error was not discovered in time to avoid this billing mistake.

LDBC has been apprised of its screening error and has been admonished again to prevent any future billings for traffic originating from the State of Florida. On behalf of Network Access Inc., we apologize for the mistake and would like to take this opportunity to offer a full credit to the affected customer and to adopt a policy of issuing credits to Florida residents upon their request. I hope that this adequately addresses the concerns of the Commission and obviates the need to proceed with further proceedings on this matter.

Thank you for your prompt attention to this matter.

Respectfully submitted,



David O. Klein

cc: J. Alan Taylor, Chief

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