

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 980336-T1 Date Docketed: 03/05/1999 Title: Initiation of show cause proceedings against Coral Communications, Inc. for violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required.
 Company: Coral Communications, Inc.

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: _____
 ("(") indicates OPR) _____

ADW X AFA _____ APP _____ CAF _____ CMU X EAG _____ GCL _____ (LEG) X RAR _____ RRR _____ WAW _____

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module BB(b)

Staff Assignments

OPR Staff B Keating

Staff Counsel B Keating

OCBs (CMU) K Biegalski

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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with RAR: 03/04/1999

Initials: OPR _____
 Staff Counsel _____

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level

5

Due Dates

Previous Current

1. Staff Recommendation	03/04/1999	04/08/1999
2. Agenda - Regular	03/16/1999	04/20/1999
3. PAA Order - Automatic Closing	04/06/1999	05/11/1999
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Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC		
X							

- Prehearing Officer

Commissioners					ADM
GR	DS	CL	JN	JC	
					X

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.

Approved: _____
 Date: Reporting 3/11/99

C

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No: 980336-TI Date Docketed: 03/05/1998 Title: Initiation of show cause proceedings against Coral Communications, Inc. for violation of Rule 25-24.470, F.A.C. Certificate of Public Convenience and Necessity Required.
 Company: Coral Communications, Inc.

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: ADM AFA APP CAF CMU EAG GCL (LEG) RAR RRR WAW
 ("I" indicates DPR) X _____ _____ _____ _____ X _____ _____ _____

Section 2 - DPR Completes and returns to RAR in 10 workdays. Time Schedule

Program/Module	BB(b)
	<u>Staff Assignments</u>
OPR Staff	<u>B Keating</u>
Staff Counsel	<u>B Keating</u>
OCRs (CMU)	<u>K Biegalski</u>
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WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770		Due Dates	
Current CASR revision level		Previous	Current
4			
1	*Staff Recommendation	SAME	03/26/1998
2	*Agenda - Regular	SAME	04/07/1998
3	*Show Cause Order and PAA Order	SAME	04/27/1998
4	*Settlement Offer	SAME	05/07/1998
5	*Staff Recommendation	SAME	06/18/1998
6	*Agenda - Deferred, Staff to Advise	SAME	06/30/1998
7	*Staff Recommendation	11/05/1998	11/19/1998
8	*Agenda - Deferred from 6/30/98	11/17/1998	12/01/1998
9	*Standard Order	12/07/1998	12/22/1998
10	Staff Recommendation	NONE	03/04/1999
11	Agenda - regular	NONE	03/16/1999
12	PAA Order - Automatic Closing	NONE	04/06/1999
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Recommended assignments for hearing and/or deciding this case:
 Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____
 Date filed with RAR: 02/01/1999
 Initials: DPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC		
X							

- Prehearing Officer

Commissioners					ADM
GR	DS	CL	JN	JC	
					X

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.

Approved: JG/ML
 Date: 02/01/1999

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 980336-TI Date Docketed: 03/05/1998 Title: Initiation of show cause proceedings against Coral Communications, Inc. for violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required.
 Company: Coral Communications, Inc.

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: ADM AFA APP CAF CMU EAG GCL (LEG) RAR RRR WAW
 ("(") indicates OPR) X _____ _____ _____ _____ X _____ _____ _____ _____

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module B5(b)

Staff Assignments

OPR Staff B Keating

Staff Counsel B Keating

OCRs (CMU) K Biegelaki

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WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level

3

Due Dates

Previous Current

1. Staff Recommendation	09/24/1998	11/05/1998
2. Agenda - Deferred from 6/30/98	10/06/1998	11/17/1998
3. Standard Order	10/26/1998	12/07/1998
4. Case Closing	11/26/1998	01/07/1999
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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with RAR: 09/16/1998

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JM	DS	CL	GR	JC		
X							

- Prehearing Officer

Commissioners					ADM
JM	DS	CL	GR	JC	
					X

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.

Approved: [Signature]
 Date: 09/16/1998 9-30-98

M E M O R A N D U M

April 29, 1999

RECEIVED-FPSC

99 APR 29 PM 1:56

RECORDS AND
REPORTING

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (B. KEATING) *BK CB*

RE: DOCKET NO. 980336-TI - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST CORAL COMMUNICATIONS, INC. FOR VIOLATION OF RULE 25-24.470, F.A.C., CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY REQUIRED.

99-0858-FOT

Attached is an ORDER CANCELING CERTIFICATE NO. 5771, to be issued in the above-referenced docket. (Number of pages in order - 3)

BK/anr
Attachment
cc: Division of Communications
I: 980336oc.bk

See 1.2

failed.

MEMORANDUM

December 10, 1998

RECEIVED-FPSC

DEC 10 AM 10:51

RECORDS AND
REPORTING

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (B. KEATING) *BK MB*

RE: DOCKET NO. 980336-TI - INITIATION OF SHOW CAUSE
PROCEEDINGS AGAINST CORAL COMMUNICATIONS, INC. FOR
VIOLATION OF RULE 25-24.470, F.A.C., CERTIFICATE OF
PUBLIC CONVENIENCE AND NECESSITY REQUIRED.

AS
98-11684-FOP-T1

Attached is an ORDER APPROVING SETTLEMENT OFFER, to be issued
in the above-referenced docket. (Number of pages in order - 6)

BK/anr
Attachment
cc: Division of Communications
I: 980336or.bk

see 3

ATTACHMENT(S) NOT ON-LINE

*I mailed
RAR*

STATE OF FLORIDA



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

*Ellen
For Records
& Reporting*

FFAIRS

52

Public Service Commission

June 30, 1998

Mr. Joseph P. Healey
215 West Grand Central, Apt. 801
Tampa, FL 33606-1993

Dear Mr. Healey:

Chairman Julia L. Johnson referred your letter to me regarding the billing of unauthorized charges, or "cramming," by ITA on behalf of Coral Communications, Inc. (Coral). The Florida Public Service Commission (PSC) will investigate your complaint against this company and contact you again with the results of the investigation.

On January 27, 1998, the PSC became aware that Coral may be operating in Florida without a certificate. Although the company claimed that it was not marketing its products in Florida. On March 3, 1998, we found out that shoppers at a mall in Tallahassee, Florida were submitting entry forms for a contest promoted by Coral. Unfortunately, they were also obligating themselves for a \$7.50 monthly charge for a discount calling or travel card with a 25-cent per minute usage charge plus other fees. The PSC immediately contacted the media about the problem and initiated show cause proceedings against Coral for violating the PSC's rules and regulations. The PSC has received a number of complaints about cramming--when charges for telephone services are added or crammed onto telephone bills without the subscriber's knowledge or consent. We have issued a warning about this emerging telephone service scam and are taking action against cramming. We have heard from consumers about all kinds of telephone charges mysteriously popping up on their bills.

Similar to slamming (when a company changes a consumer's telephone company without permission), cramming occurs when consumers are charged for optional telephone services without prior agreement. These services (like voice mail, pagers, personal 800 numbers, information and entertainment calls) are offered by unregulated third-party providers and are frequently billed through local telephone companies.

The PSC has recently proposed the nation's strictest rule amendments designed to reduce slamming. The Commission will also consider rule amendments which will provide additional safeguards to subscribers by making available a "billing lock" option to prevent unauthorized cramming charges on their local telephone bills.

Mr. Joseph P. Healey
Page 2
June 30, 1998

Here are some quick tips consumers should use to avoid being crammed:

- Carefully read the fine print before filling out a contest form or coupon offer. You may be agreeing to a new or additional telephone services.
- Carefully review your telephone bill each month. Look for company names you do not recognize, charges for calls you did not make and charges for services you did not authorize.
- Educate your children and other individuals who make telephone calls from your telephone that calls placed to information and entertainment services may result in a charge to your telephone account even if the caller does not dial a 900 number.

We monitor complaints very closely and track any trend which indicates that there may be a problem and further action is needed. Our complaint records are often checked for information before Commissioners make final decisions, and complaints serve as a valuable source of information.

As you requested, your letter has been placed in Coral's correspondence docket file. Your comments will be available for review by Commissioners and all other parties associated with this case. However, the PSC does not have any authority to adjudicate your \$5,000 claim against the company, but we have the authority to fine the company for any violations of the PSC's rules and regulations.

If you have any questions, please give me a call at our toll-free telephone number 1-800-342-3552 or at my direct line 1-850-413-6107.

Sincerely,



Beverlee S. DeMello, Director
Division of Consumer Affairs

BSD:sas

c: Chairman Julia L. Johnson

Division of Records and Reporting
(Docket No. 980336-TI)

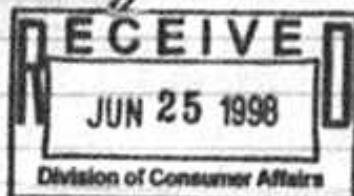
Coral Communications, Inc.

Joseph Healy #801
215 W Grand Central
Tampa, FL

33606-1993

98-06256 JUN 25 1998

Chairman/
Public Service Commission:
Julia Johnson:



I was slammed, by
"CORAL COMM, INC." In January of 1998.
I was billed by ITA for this service.
Now I have tried for 5 months to have
this fraud corrected. ITA would not
help me, also they refused to give me
Coral Comm. In Home NA, or, address.
They comment, "do what you want"

AT&T under the Leadership of
Mr. Jim Margon, did not answer my
letters of complaint, or his other financial,
a credit mgt'n. He and the other refused
to answer my phone calls of help.
Please help me.

I want you to make me a part of
your class action suit against Coral,
Comny, and AT&T and AT&T

I have had extreme mental anguish
and apprehension for this fraud. Also
my health has been affected. I want
\$5,000.00 as my claim for this fraud.
Please do not delay when I am paid.

215 Grand Central apt #801
Tampa, FL, 33606-1993

Joe Healy
PH 813-3376

EXTERNAL CONTACT TRACKING ADD FORM

CONTACT NO: 02624 CHAIRMAN'S NO: 00625 DATE OF CONTACT: 06/23/1998 DUE DATE: 07/02/1998
 CONTACT TYPE: LETTER NATURE OF CONTACT: CONSUMER CONCERN
 ENTERED BY: VERONICA WASHINGTON RECEIVED BY: JOHNSON REFERRED BY:

LAST NAME FIRST MI

HEALY JOSEPH MR.
 MAILING ADDRESS CITY STATE
 215 W. GRAND CENTRAL TAMPA FL

ZIP: 33606 - 1993

WORK PHONE: HOME PHONE: FAX:

NAME OF ORGANIZATION:

INTERNET/E-MAIL:

COMPANY NAME: CORAL COMMUNICATIONS, INC.

COMPANY CODE: TJ115

ACCT NO:

TYPE: LS

SUBJECT: SLAMMING

NOTES: RESPOND - CC:CHAIRMAN'S OFFICE

ASSIGNED TO:

ACTION TAKEN

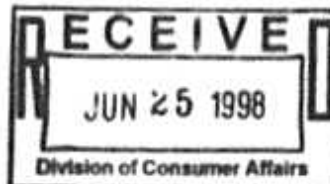
ACTION DATE

DIVISION ASSIGNED: CAF

RESPONSE:

RESPONSE DATE:

DATE CLOSED:



RESPONSE INSTRUCTIONS

- PREPARE LETTER FOR THE CHAIRMAN'S SIGNATURE
- RESPOND TO LETTER AND CC: CHAIRMAN'S OFFICE
- CONTACT CURTIS WILLIAMS BEFORE ACTING ON THIS COMPLAINT
- NO RESPONSE NECESSARY

MEMORANDUM

April 22, 1998

RECEIVED

APR 23 1998

1:30

FPSC - Records/Reporting

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (BEDELL) **CB MCB**

RE: DOCKET NO. 980336-TI - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST CORAL COMMUNICATIONS, INC. FOR VIOLATION OF RULE 25-24.470, F.A.C., CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY REQUIRED.

98-0573-SC-TI

Attached is an ORDER TO SHOW CAUSE AND PROPOSED AGENCY ACTION ORDER REQUIRING CORAL COMMUNICATIONS, INC., TO CEASE BILLING, REQUIRING INTEREXCHANGE CARRIERS TO DENY OR DISCONTINUE SERVICE CORAL COMMUNICATIONS, AND REQUIRING LOCAL EXCHANGE CARRIERS TO DENY BILLING SERVICE TO CORAL COMMUNICATIONS WITHOUT THIRD-PARTY VERIFICATION, to be issued in the above referenced docket. (Number of pages in order - 8)

CB/anr
Attachment
cc: Division of Communications
I: 980336.ord

See 5

per K.F.
send to all
IXCs
SW
LECs
4/23/98

4/24 sent to MR.