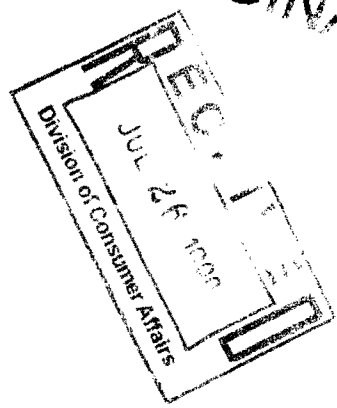
-2001-
TELECOMMUNICATIONS, inc.

ORIGINAL



Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

07/24/1999

Docket # 990630-TC

Dear Commissioners;

First and foremost, I'd like to explain that when a "evaluation" notice is received from the Florida Public Service Commission (FPSC), we take the necessary steps to correct the problem(s) immediately. When the problem is obvious it makes our job easy, but if no "obvious" problem exists we still send back the evaluation by simply stating "that the problem has been corrected". This is the wrong approach. For example we have had and continue to have problems whereby is stated by the FPSC, "Location address not displayed". Our service technician is dispatched with a new label to replace the one that is there. The tech brings back the old one and to my surprise the address is on the old label and is clear. Regardless we send back notification to the FPSC that "the problem has been corrected". What we don't know is that the location address is the wrong address according to the 911 operator. The original problem was not that the "Location address was not displayed" but rather the address displayed was the wrong address. According to the business, which might be located in a shopping plaza, we have the correct address, however, according to the 911 operator and the location of the "interface", which could be located in an other area of the center, we have the wrong address. In my minds eye, "Location Address not displayed" and having "the wrong address" is NOT the same thing. If it were explained to us at any time that we had the "wrong" address, steps would have been taken to correct that problem, I assure you.

AFA
APP
CAF
CMU 1
CTR
EAG
LEG 1
MAS
OPC
RRR
SEC 1
WAW
OTH

5373 North Dixie Highway, Oakland Park, Florida 33334 • (954) 771-0111 • FAX (954) 771-9407

"The Telephone Number NOT Displayed". Once again, is it that the "number is not displayed", or is that the "wrong number" is displayed? Or perhaps people are removing the label? We always display the phone number of each instrument, on the top label. When we get notification that the "telephone number is not displayed" we immediately send a technician with a new top label and it is replaced, always. However we do send back a letter to the FPSC simply stating "the problem has been corrected", whether or not in fact there was a problem. This we now know is the wrong way to answer the evaluation. Once again I must stress my point to you that, "Telephone Number Not Displayed" and the "wrong telephone number" displayed are NOT the same thing. Also, "Telephone Number not Displayed" and the "Label is missing" are not the same thing. We provide a telephone number at every pay telephone we have, without exception. A foot note to this might be, since we have had problems in certain locations with our labels disappearing, we now super glue these labels to the pay telephones in these areas hoping that this problem will not reoccur with these pay telephones, out and into the future.

"Provider Name Not Displayed". Once again we have a problem with the english language. The Provider of these telephones was clearly displayed as "Advanced Pay Telephone Company (APTC)", this one I'm sure of. So once again it is not that the "Provider(s) Name was not Displayed" but rather the wrong Provider's name was displayed. We own Advance Pay Telephone". Advance Pay Telephone has or at least had a Certificate of Public Convenience, which is evidenced by the enclosed letter from the FPSC, dated March 12th 1999. Advanced Pay Telephone is a wholly owned subsidiary of 2001 Telecommunications, Inc. These telephones, cited by the FPSC, were owned by APTC prior to their acquisition, and we just wanted to leave everything the way it was, so we left the old name on the labels. After all we now owned the Company known as APTC, whose name was clearly displayed on the label and the FPSC was well aware of the acquisition. When we were notified that the "Provider Name was not displayed", we went out and changed the label(s) to new ones, making sure that the Provider, "APTC" was displayed, which is a wholly owned subsidiary of 2001. If we were told that the "wrong providers name was displayed" that would have woke us up. That being said, any child knows that "Provider Name Not Displayed" and the "Wrong Provider Name Displayed", is NOT the same thing.

"All IXC's Not Accessible", this can not be true. I went to that pay telephone myself, ATT worked, Sprint worked, MCI worked! So it can not be that "All IXC's Not Accessible". Oh perhaps what you meant to say was that a "singular" IXC could not be accessed? I don't know! But to say "All IXC's not Accessible" is not true. Once again, in my Company's defence I will say that we went to the location and checked to make sure that "800" numbers were accessible, that all "1010XXX" numbers were accessible and that the "950" numbers were available. If you found a singular IXC was not accessible and you don't tell me which one so that we might take

the appropriate action, your statement that "All IXC's not Accessible" is wrong because most of them are and were accessible. Again, we received an "evaluation" sheet from the FPSC stating that All IXC's not Accessible" and instead of disputing the evaluation we sent in the "reply" simply as "the problem has been corrected, not realizing the long term implication(s). This will not reoccur in the future. In the future we will check the pay telephone and if just one IXC is available, we will return the "evaluation" sheet and say that you are incorrect that "All IXC's Not Accessible" because we can access at least one.

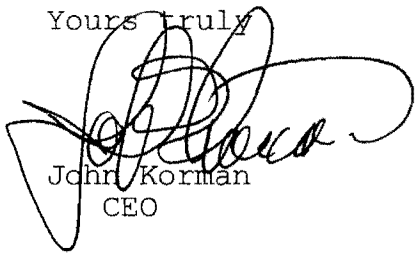
"Repair / Refund Number not Working", is not true. What the inspector meant to say was the idiot at the other end did not pick up the telephone and say hello, can I help you? Is not the same thing as "Repair/Refund Number not Working". The number works fine, the line is good, the phone call goes through, but was not answered in a timely fashion. Our repair and refund line is answered by a live individual 24/7. But foolishly we did send back the service evaluation simply as "the problem had been corrected".

All of the above violations by the FPSC should be dismissed on their face because the wording on the "evaluation" forms are inaccurate and deceptive. We try and do the "corrections" to the best of our ability and in a timely fashion, but when we are told one thing but you really mean another thing, this is being deceptive, on your part. We took care of everyone of the above cited problems properly and timely, according to the information as it was presented by the FPSC. If the above stated problems were not done properly, as you believe, as evidenced by the show cause, it is solely because the information presented to us by the FPSC was grossly inadequate, for us to make the "intended" correction(s).

Finally we had a problem at one of our locations, that has two pay telephones. The plaza was undergoing some construction. That whole section of the plaza, where we had our pay telephones had the power cut due to electrical work that was taking place. This location was cited for "Not Sufficient Lighting". The lighting for these two instruments came from the plaza itself. When the lights for the plaza went on, so did the lights for the pay telephones. When the power was cut, our pay telephones were not light. We took painstaking steps to route electricity from an other location, within the plaza, so that our pay telephones would be light during the construction period. Did the inspector go back and check these pay telephones at night? If he did he would have clearly seen that the pay telephones did light up at night. The "photo cell" did not work, because the Telephone was hard wired to the plaza. The photo cell not working is not the same thing as the lights not working when it gets dark.

I respectfully request that the Florida Public Service Commission take into consideration my above explanation for the Show Cause proceeding as an explanation why. If the FPSC really wants to help the public, you need to provide us with "specific" evaluation(s) as to the problems that exist at our pay telephones. We want to comply with the rules. We do comply with the rules, please help us help you.

Yours truly



John Korman
CEO

c.c. Angela Green

STATE OF FLORIDA

STEVE TRIBBLE, DIRECTOR
DIVISION OF ADMINISTRATION
(850) 413-6330

Public Service Commission

March 12, 1999

TC759
Advanced Pay Phone, Inc.
1149 Sawgrass Corporate Parkway
Sunrise, FL 33323-2847

Delinquent Notice

According to the Commission's records, we have not received payment for your 1998 Regulatory Assessment Fee covering January 1, through December 31, 1998, which was due on February 1, 1999. If your RAF filing and payment are not received by April 1, 1999, your certificate may be canceled, and your account may be referred to the Commission's Division of Legal Services for appropriate action.

This is also to advise that pursuant to Florida Law, you shall add interest charges at 12% per annum, and a 5% penalty for each 30-day period or fraction thereof up to a maximum of 25%, in addition to the delinquent amount due. If you have paid your fees, please provide us with your check number and the date that it was paid.

Should you have any questions, please contact Jackie Knight at (850) 413-6267.

c: Jackie Knight

ADVANCED PAY PHONES, INC.
5373 N. Dixie Highway • Oakland Park, Florida 33334 • Tel: (954) 771-2013 • Fax: (954) 771-9407

April 9, 1999

Jackie Knight
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Jackie,

Please find enclosed a check made out to the Public Service Commission, in the amount of $59.00, which is the minimum payment of $50.00, and $9.00 for the late charge, for our 1998 Regulatory Assessment fee.

Also, please note the change of address:

Advanced Pay Phones, Inc.
5373 N Dixie Highway
Oakland Park, FL 33334

Sincerely,

Shelly Shore
President

Florida Public Service Commission
(See Filing Instructions on Back of Form)

FOR PSC USE ...
Check#_____
$_____ 0603002 003001 P
$_____ 0603002 004011 I
Postmark Date _____
Initials of Preparer _____

Actual Return
__ Estimated Return

PERIOD COVERED:
01/01/1997 TO 12/31/1997

TC759 P173 997 082
Advanced Pay Phone, Inc.
1149 Sawgrass Corporate Parkway
Sunrise, FL 33323-2847

Please Complete Below If Address Has Changed

(Name of Company) (Address) (City/State) (Zip)

LINE NO.	ACCOUNT CLASSIFICATION	AMOUNT
1.	Gross Operating Revenue	$ 0
2.	Gross Intrastate Revenue	0
3.	LESS: Amounts Paid for Services to Local Telephone Companies (Attach Listing)*	(0)
4.	**TOTAL REVENUES for Regulatory Assessment Fee Calculation** (Line 2 less Line 3)	$ 0
5.	Regulatory Assessment Fee Due — (Multiply Line 4 by 0.0015)	0
6.	Penalty for Late Payment	0
7.	Interest for Late Payment	0
8.	**TOTAL AMOUNT DUE**	$ 50 -

AS PROVIDED IN SECTION 364.336 FLORIDA STATUTES, THE MINIMUM ANNUAL FEE IS $50

THIS FORM MUST BE COMPLETED AND RETURNED REGARDLESS OF THE AMOUNT OF REVENUES REPORTED

9.	Number of pay telephones in operation at close of period covered by this Return	0

COMPANY WAS BOUGHT BY 2001 TELECOMMUNICATIONS

*Each amount paid by a pay telephone company to a telecommunications company providing ***local service*** for use of the ***local network*** shall be deducted from intrastate revenue for purposes of determining the amount of the regulatory fee assessed the pay telephone company. TC809

I, the undersigned owner/officer of the above-named company, have read the foregoing and declare that to be best of my knowledge and belief, the above information is a true and correct statement. I am aware that pursuant to section 837.06, Florida Statutes, whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree.

Bernadette Alwill (Signature of Company Official) — off mgr (Title) — 1/29/98 (Date)

Bernadette Alwill (Please Print Name)

Telephone Number (954)771-0111

F.E.I. No. _____

PSC/CMU 26 (Rev. 6/96)