

Kimberley Pena

FPSC, CLK - CORRESPONDENCE

 Administrative Parties Consumer

DOCUMENT NO. 09710-07

DISTRIBUTION: _____

From: Angie Watson [angiewatson@cox.net]**Sent:** Monday, May 12, 2008 6:58 PM**To:** Records Clerk**Subject:** RE: Order or Notice issued by the Public Service Commission (Email ID = 390874)

I will be attending at your offices.

Angie M Watson
President / Managing Partner
Swiftel, LLC
813.915.6201 Office
850.492.5085 Fax
850.304.1496 Mobile

 cooltext7728669c

From: Commission Clerk [mailto:CommissionClerk@psc.state.fl.us]**Sent:** Wednesday, May 07, 2008 9:06 AM**Subject:** Order or Notice issued by the Public Service Commission (Email ID = 390874)

The attached order or notice has been issued by the Public Service Commission.

If you have any problems opening this attachment, please contact the Office of Commission Clerk by reply email or at 850-413-6770.

When replying, please do not alter the subject line; as it is used to process your reply.

Thank you.

5/13/2008

Commission Clerk

From: Commission Clerk
Sent: Wednesday, May 07, 2008 10:06 AM
Subject: Order or Notice issued by the Public Service Commission (Email ID = 390874)
Attachments: may15.ajt.doc

The attached order or notice has been issued by the Public Service Commission.

If you have any problems opening this attachment, please contact the Office of Commission Clerk by reply email or at 850-413-6770.

When replying, please do not alter the subject line; as it is used to process your reply.

Thank you.



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: May 6, 2008

TO: All Parties of Record

FROM: Adam J. Teitzman, Senior Attorney, Office of the General Counsel

RE: 000121A-TP—Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (BellSouth Track)

Please note that an informal meeting has been scheduled for the following date and time:

DATE	TIME	LOCATION
Thursday, May 15, 2008	1:00 p.m.	Betty Easley Conference Center Room 140 4075 Esplanade Way Tallahassee, Florida

To participate in this meeting by telephone, please dial 1-888-808-6959 (conference code: 4136208) promptly at 1:00 p.m.

The purpose of the meeting is to discuss the issues with the recent changes to the electronic and manual ordering OSS processes. Additionally we will discuss specific proposals to prevent such issues from occurring in future releases.

Parties should be prepared to discuss the following issues as they relate to the April 19, 2008, Release 27.1 and the manual ordering process change on April 21, 2008:

- Release notification
- Release testing
- Release documentation notification/availability
- Order status notifiers timeliness(FOCs, Reject and Clarifications)
- LSC issue responsiveness
- IS call center issue responsiveness
- Documentation issues
- Backlog status for the weeks following the release date
- Defect reporting and change request creation
- Communication with CLECs and Commission

Parties should also be prepared to discuss specific proposals to prevent such issues from occurring in future releases including:

- Schedule of future releases
- Testing of future releases
- Audits of current processes
- Quality improvement initiatives
- Training of AT&T employees
- Training of CLECs by AT&T
- Training of CLEC employees

If anyone has any questions about the informal meeting, please call Adam Teitzman at (850) 413-6175 or Lisa Harvey at (850) 413-6806.

Notice of cancellation will be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found on the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

AT

Monte Reddish

From: Bob Casey
Sent: Thursday, April 20, 2000 9:39 AM
To: Monte Reddish
Subject: Docket No. 980678-WU, Gem Estates

PARTIES

Please change the interested party on the above docket:

From

Ms. Jacqueline Cahill
P.O. Box 1325
Zephyrhills, Florida 33539-1325
813-782-1790

to

Ms. Hollis Malberg
P.O. Box 2016
Zephyrhills, Florida 33539-2016
813-788-5463

The change has been made on the master commission directory Gem Estates information, but this docket info should have changed also since she is now the court appointed trustee. Thanks!!

AUTOMATIC COVER SHEET

DATE : JUN-06-00 04:41 PM

TO : **PARTIES**

FAX #: 18504137118

FROM : MALBERG

FAX #: 8137884663

2 PAGES WERE SENT

(INCLUDING THIS COVER SHEET)

DOCUMENT NUMBER-DATE

09710 OCT 24 5

FPSC-COMMISSION CLERK

Gem Estates Utilities, Inc.

980678 000467
990256

Company Code: WU691

Certificate No(s): 563W

County: Pasco

Physical Location: 39655 Elgin Drive Zephyrhills, FL 33540-4742	ENTER CORRECTIONS BELOW: <hr/> <hr/> <hr/>
Mailing Address: Ms. Hollis Malberg P. O. Box 2016 Zephyrhills, FL 33539-2016	<hr/> <hr/> <hr/>
Liaison Officer(s): 1. Hollis Malberg, Sole Trustee, (813) 788-5463 2. Name, Title, Phone number	<hr/> <hr/>
Fax No(s): Fax 1, Fax 2 E-mail address: Web address: Federal Employee ID No.:	<i>make correction hit sent. Hear msg, hit sent again.</i> 813 788-4663 59-3635536

IMPORTANT NOTE:

The following section is applicable ONLY to companies with d/b/a as part of their official company name.

All official correspondence is addressed to the "Mailing Name" of regulated companies. The "Mailing Name" is the last d/b/a of the company's official name. Our records reflect the mailing name shown below for your company. If you prefer to receive official correspondence in another mailing name, please make the change in the space provided. The name can be no longer than 58 characters (including spaces) and **MUST** be part of the official company name.

MAILING NAME:

Gem Estates Utilities, Inc.

COMPLETED BY: Hollis Malberg DATE: 3/15/00

Done 6/06/00