

State of Florida



Public Service Commission
-M-E-M-O-R-A-N-D-U-M-

DATE: October 19, 2001
TO: Blanca Bayó, Director, Division of the Commission Clerk and Administrative Services
FROM: Bob Casey, Regulatory Analyst Supervisor, CMP Division *RC*
RE: Florida Telephone Services Complaint Letter

Please place the attached complaint letter from Florida Telephone Service in Docket File 011077-TL, Investigation of allegations of anticompetitive behaviors and practices of Bellsouth Telecommunications, Inc. Thank You.

/RC

cc: Division of Competitive Services (Salak, Bulecza-Banks, Moses, Kennedy, Wright, Cater)
Division of Legal Services (F. Banks)

DOCUMENT NUMBER-DATE

13598 OCT 26 01

FPSC-COMMISSION CLERK



Florida Telephone Services

Your Alternative Phone Company

www.ftstelecom.com

IMPORTANT FAX MESSAGE

Phone (407) 331-8622 Fax (407) 331-9429

To: Ray Kennedy

From: Carol Campbell x 709

Date: 10-18-01

Total Pages: 3

Message: Ray, PLEASE CALL ME WHEN YOU
GET THIS. Ty...

**Florida Telephone Services**

1667 S. Hwy 17-92 Suite 101
Longwood, FL 32750
Office (407) 331-8622
Fax (407) 331-9429

October 18, 2001

Ray Kennedy
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32339-0850

Dear Mr. Kennedy,

As you may recall, we recently lodged a complaint against BellSouth regarding its business practices. Today we received a letter requiring a deposit from Florida Telephone Services in the amount of \$48,000. Enclosed is a copy of the letter for your review. This letter appears to be the result of our most recent complaint, which was filed after receiving a collection notice for a past due balance consisting of unprocessed dispute claims. As a result of contact from the Florida Public Service Commission in that incident, we received calls apologizing for that letter from Jamey Mahon, Billing Manager, Regina Sellers, Account Manager, Lisa Mangine, Collections, and Sandra Howard, OSS. According to all four of these individuals, this letter was generated via automation, and never should have been sent to our company, as Florida Telephone Services had done nothing in error.

In our opinion, this most recent action is unwarranted and appears to have occurred because we are struggling through requests to be treated fairly by BellSouth in our business dealings. We have consistently paid our bills every month to BellSouth since 1998. We have never been late, with one exception: when the US Postal Service failed to deliver our payment of our monthly bill. We rectified this situation immediately with a wire transfer. The envelope showing the US Postal Services' error in delivery has been kept in our files, and can be produced in the event that we need to prove that Florida Telephone Services aggressively strives to protect it's excellent credit references with it's vendors. Florida Telephone Services has an exemplary corporate credit rating across the board.

We request that the Public Service Commission immediately open a docket to investigate the anti-competitive behavior and the harassment from BellSouth as exhibited by this unwarranted letter and request. We further petition the Public Service Commission to instruct BellSouth to withdraw its request for a security deposit in writing with specific instructions not to hold the processing of our new orders or to deny us access to LENS. In addition, we request that the Florida Public Service Commission instruct BellSouth to stop its perceived harassment, impinging on our ability to conduct business reliably.

Sincerely,

A handwritten signature in black ink, appearing to read "P. Joachim", is written over a horizontal line.

Paul Joachim
Senior Manager

enc: Copy of BellSouth Letter dated 10/15/01



October 15, 2001

Attn: Mr. Francis Martinez
Florida Telephone Services, LLC
1667 S Hwy 17-92
Suite 101
Longwood, FL 32750

Dear Mr. Martinez,

BellSouth performs periodic credit reviews of its existing customers. After reviewing your account, a security deposit is required in the amount of \$48,000 based upon your average monthly billing with BellSouth Interconnection Services. The security must be received by November 16, 2001 or we may hold the processing of new orders. Your account will be reviewed periodically to determine if any additional deposit will be required.

This balance can be submitted either in cash (guaranteed funds), in the form of an Irrevocable Letter of Credit or as a Surety Bond (required format attached) to:

Attn: Jim Loggins / 35H63
BellSouth, Inc.
675 West Peachtree Street
Atlanta, Georgia 30375

If you have any questions regarding the contents of this letter, please contact me as soon as possible.

Respectfully,

A handwritten signature in black ink, appearing to read 'JL'.

Jim Loggins
404.927.2764