

State of Florida



ORIGINAL

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: April 30, 2004
TO: Blanca S. Bayó, Commission Clerk and Administrative Services Director
FROM: Kiwanis L. Curry, Regulatory Analyst I, Division of Competitive Markets & Enforcement
RE: Docket No. 040129-TX

Please add the following documents to Docket No. 040129-TX.

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
MMS _____
RCA _____
SCR _____
SEC 1 _____
OTH _____

DOCUMENT NUMBER-DATE

05034 APR 30 3

FPSC-COMMISSION CLERK

FLATEL inc

April 29, 2004

Florida Public Service Commission
Tallahassee, FL

RE: Universal Telephone / Oscar Nodarse

Ladies and Gentlemen of the Florida Public Service Commission:

It is important to bring to your attention that Wireless Unlimited (a past pay center for FLATEL) has discontinued doing business with FLATEL and has elected to do business with Universal Telephone. Wireless Unlimited has failed to forward our customer's utility payment for phone service but continues to use our receipts. It is my understanding that Mr. Nodarse informed Wireless Unlimited to keep whatever money they collect on behalf of FLATEL and to switch those customers before their disconnect date to Universal Telephone with no consequences.

Wireless Unlimited is attempting to switch our customers to Universal Telephone without the customer's knowledge by misinforming them. The customers are being told that the company is the same but that the name was being changed. By doing this, they did not forward the customer's payment resulting in the end user's service to be interrupted. FLATEL learned of this when we began receiving freeze complaints from the FPSC before any calls ever came in from the customers personally. We understand that Oscar Nodarse encouraged the customers not to call us to have the freeze removed, but to in fact fill out a complaint form to the FPSC in his presence in an effort to discredit our company.

It is time that the FPSC acknowledge the trend of complaints against FLATEL when Universal Telephone and Oscar Nodarse are involved and only at those times precisely. You should know that not one of the customers called our office requesting their freeze be removed, as we are required to do. The FPSC should consider this action and proceed with the complaints recognizing the trend and giving FLATEL the benefit of the doubt.

In fact we received a call on Saturday from who we thought to be Mr. Abel Perez (305-804-6961) at the time and who happens to be on the list provided in the faxed attachment we are providing you with, who used an extensive amount four letter expletive words to have his freeze removed. We agreed to remove the freeze as he requested, but when we called him back the following Monday to notify him of the status; he said that he did not call us on Saturday and insists that it was someone else. We encourage you to contact this individual at your earliest convenience as we mentioned to him that we would bring it to the commissions attention. We believe Universal Telephones staff is behind all this, which is directed by Oscar Nodarse and his personal vendettas against FLATEL that is causing all of this and seriously affecting the End Users.

2300 Palm Beach Lakes Blvd., Executive Center Suite 210 West Palm Beach, FL 33409
P 561.688.2525 F 561.688.7334

FLATEL, Inc.

Florida Public Service Commission
Tallahassee, FL

RE: Universal Telephone / Oscar Nodarse

Page Two:

We contacted the Miami Dade Police Department to assist us in the matter of collecting on the End Users behalf, but not before the owner threw out the FLATEL representative and locked the store and fled the scene. I informed my representatives to wait for the storeowner to return and then to contact the police to enter the premises escorted. In doing so, the police arrived and questioned the owner resulting in the storeowner's arrest.

For those End Users who were affected and have contacted FLATEL regarding their service, we have agreed to reconnect their service immediately and without reconnection fees if they can provide us with a police report as proof. Some of them have agreed to do this and we would like for the FPSC to assist us in this matter respectfully as the end users are being affected.

I strongly request and feel it is imperative that the commission considers taking action against Universal Telephone for improper business ethics and ignoring the order put forth by the FPSC for Utility USA not to act as a CLEC. The information provided on their website is not that of Universal Telephone (<http://www.switchtelephone.com/contact.htm>) but that of Utility USA (<http://www.psc.state.fl.us/psc/dockets/index.cfm?event=docketDetails&docket=030873&requestTimeout=240>). It also reflects on their fax to our office that Oscar Nodarse is CEO of Universal Telephone but was denied his Authority to Operate in the State of Florida by the FPSC and not listed with the Florida Department of State / division of Corporations.

FLATEL has made its sacrifices and cutting the losses caused by Universal's poor business etiquettes and consequences set forth by the FPSC to remove all the authorized freezes from our customers as a result of all this and feel it is time they assume some of the responsibilities as well. We have agreed to cooperate with the FPSC and remove the freeze from the customers and stand firmly by our proposal to you. If this continues FLATEL will be at a major disadvantage and may suffer major setbacks. We are requesting your assistance and intervention as soon as possible and ask that the owners (NOT Oscar Nodarse) take control and responsibility of their company at once.

Sincerely,



Mr. Abby Matari
CEO / Corporate Development
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
E: AMatari@Flatel.net
P: 561-688-2525 x 102
F: 561-688-7334

2300 Palm Beach Lakes Blvd., Executive Center Suite 210 West Palm Beach, FL 33409
P 561.688.2525 F 561.688.7334

1585 Congress Ave
Delray Beach, FL 33445
Phone: (561) 279-2846 - 1(877) 642-2423
Fax: (561) 272-3445 - 1(877) 642-5448



April 24, 2004

TO: FLATEL Inc.
West Palm Beach
SEND: Via Fax

To whom it may concern:

Universal Telephone received a request of switch of provider from the customers listed below. We haven't been able to process these applications because they have a no authorized local freeze. As soon as these customers called requesting removal of their local freeze, they were temporarily disconnected. These are pre-paid customers who paid before they use their service. Please disconnect the following number completely:

Mario Lopez (736) 243-1385
Hernando Martinez (305) 245-8568
Abel Lopez (305) 245-2021

Copies of LOA have been faxed to FLATEL Inc., PSC, and Tobby & Reyes P.A.

Thank you for your attention and prompt answer to our request.

Universal Telephone

Linda Plizon
Customer Service Department
lpizon@universaltelephone.com

CC: Oscar Nodarse/ CEO Universal Telephone
CC: Ray Kennedy/ Public Service Commission
CC: Ricardo Reyes/ Tobby & Reyes P.A.

Apr-23-04 01:30P

P.01

RECEIPT 41975
FLATEL, INC.
(561) 688-2826 FAX (561) 688-7324
AGENT: LPS DATE 4-23-04
ACCT# 305 147-7235
PAYMENT AMOUNT 48.74
LONG DISTANCE \$
TOTAL PAID \$ 48.74
FLATEL REP Wireless Value

EL
INC.
(Page 1 of 1)
2 of this page.

TELEPHONE BILL	
DATE DUE	AMOUNT DUE
04/23/2004	48.74
ACCT #	INVOICE #
13857	122135
PAYMENT AMT	

2300 Palm Beach Lakes Blvd
Executive Center Suite 210
West Palm Beach, FL 33409-3304
|||||

2008
|||||

ACCT #13857

INVOICE #
DATE DUE
PAST DUE BALANCE
LAST PAYMENT REC
CURRENT ACTIVITY
Total Taxes & Fees
Total Amount Due

Customer Serv
561-688-3521
FLAT

Page 1 of 1

While you were away...
The eyes of the Police Department were watching
your Business / Residence.

During the Filled Date and Time, an area check of your building and property was conducted.

04-1389
Business / Residence Location:
4-23-04
Date and Time:
C. Smith
Officer:
Business / Resident Comments: TRFET OF Private Services

Page No. 1

1006

POSTED
(PA) credit

INVOICED

APR 23 2004
Refuse no charge

COMPLAINT/ARREST AFFIDAVIT

OFFICE NUMBER 04-13768		SEARCHED ☐ INDEXED ☐ SERIALIZED ☐ FILED		APR 4 1966 FBI - TAMPA	
NAME DIAZ, YOKO MOQUETE		DATE 04-04-1966		TIME 12:13 PM	
ADDRESS 14701 W. 296 ST.		CITY HOMESTEAD FL		STATE FL	
OCCUPATION N/A		AGE N/A		SEX F	
RACE N/A		HEIGHT N/A		WEIGHT N/A	
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[illegible]

NO. 1 297E 10N

4/10 SITES INVIN 3-ROSE-10VEN

44-38861-1000

Agency Code 10		Status Released		HOMESTEAD POLICE DEPARTMENT				Specialty In Report		Original 2																																																																																																																																																																																			
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Original OFF/INC Location				Priority Offense Changed To				Basic Violation Number (Sub-Seq)																																																																																																																																																																																					
PER V-1 ; ON 03/31/04 V-1 (CLAUDIA CASTILLO DOB- 07/14/76) RESPONDED TO UNLIMITED WIRELESS 25 NW 8 ST TO PAY FOR HONE PHONE BILL. A PAYMENT OF \$48.74 WAS MADE BY V-1 TO THE CLERK AT THE LISTED BUSINESS . THE PAYMENT WAS NEVER CREDITED TO V-1 ACCOUNT .																																																																																																																																																																																													
<table border="1"> <tr> <td colspan="2">Suspect Code</td> <td colspan="2">Code #</td> <td colspan="2">Offense Indicator 1. M 2. Sex 3. 01</td> <td colspan="2">Registration Type 1. City 2. Mobile 3. County 4. Out of State</td> <td colspan="2">Citizenship</td> <td colspan="2">Drug Violation 1. Yes 2. Unknown 3. No</td> </tr> <tr> <td colspan="2">A. Arrested</td> <td colspan="2">B. Not</td> <td colspan="2">7. Traffic</td> <td colspan="2">D. Driver</td> <td colspan="2">M. Manufacturer/Producer/Custom N. Designer/Distributor Z. Other</td> <td colspan="2">Type A. Amphetamine B. Barbiturate C. Cocaine D. Heroin E. Marijuana F. Other</td> </tr> <tr> <td colspan="2">P. Possess</td> <td colspan="2">B. Buy</td> <td colspan="2">R. Sample</td> <td colspan="2">E. Die</td> <td colspan="2"></td> <td colspan="2">M. Marijuana G. Other/Unknown H. Prescription I. Synthetic J. Unknown K. Other</td> </tr> <tr> <td colspan="2">☐ 1. First</td> <td colspan="2">☐ A. Other</td> <td colspan="8">Name of Parent or Guardian (Last, First, Middle)</td> </tr> <tr> <td colspan="2">☐ 1. Legal Guardian</td> <td colspan="8">Residence Phone</td> </tr> <tr> <td colspan="6">Address (Street, Apt. Number)</td> <td colspan="2">City</td> <td colspan="2">State</td> <td colspan="2">Zip</td> </tr> <tr> <td colspan="6">Notified By (Name)</td> <td colspan="2">Date</td> <td colspan="2">Time</td> <td colspan="2">Jury</td> </tr> <tr> <td colspan="6">Relationship</td> <td colspan="2">Relationship</td> <td colspan="2">Date</td> <td colspan="2">Time</td> </tr> <tr> <td colspan="4">Person/Unit Notified</td> <td colspan="2">Time</td> <td colspan="4">Released Report Number(s)</td> <td colspan="2">Pick Up Officer(s)</td> </tr> <tr> <td colspan="6">Officer(s) Reporting</td> <td colspan="2">J.D. Number/Location Code</td> <td colspan="2">Unit</td> <td colspan="2">Additional Info</td> </tr> <tr> <td colspan="6">Officer Reporting</td> <td colspan="2">J.D. Number</td> <td colspan="2">Reported To</td> <td colspan="2">Assigned To</td> </tr> <tr> <td colspan="6">Case Number</td> <td colspan="2">Class Type: 1. Arrest 2. Exceptional 3. Open File</td> <td colspan="2">A. Adult Juvenile</td> <td colspan="2">Date Cleared</td> </tr> <tr> <td colspan="6">Sample Type</td> <td colspan="2">2. Arrest by Primary/Secondary</td> <td colspan="2">3. Death of Offender</td> <td colspan="2">4. Probation Violated</td> </tr> <tr> <td colspan="6">1. Suspicion Declined</td> <td colspan="2">OR W/Od Prosecution</td> <td colspan="2">5. VNF Refused to Cooperate</td> <td colspan="2">6. Juvenile/No Control</td> </tr> <tr> <td colspan="6">DATE Printed</td> <td colspan="2">N/A</td> <td colspan="2">Page</td> <td colspan="2">10</td> </tr> </table>												Suspect Code		Code #		Offense Indicator 1. M 2. Sex 3. 01		Registration Type 1. City 2. Mobile 3. County 4. Out of State		Citizenship		Drug Violation 1. Yes 2. Unknown 3. No		A. Arrested		B. Not		7. Traffic		D. Driver		M. Manufacturer/Producer/Custom N. Designer/Distributor Z. Other		Type A. Amphetamine B. Barbiturate C. Cocaine D. Heroin E. Marijuana F. Other		P. Possess		B. Buy		R. Sample		E. Die				M. Marijuana G. Other/Unknown H. Prescription I. Synthetic J. Unknown K. Other		☐ 1. First		☐ A. Other		Name of Parent or Guardian (Last, First, Middle)								☐ 1. Legal Guardian		Residence Phone								Address (Street, Apt. Number)						City		State		Zip		Notified By (Name)						Date		Time		Jury		Relationship						Relationship		Date		Time		Person/Unit Notified				Time		Released Report Number(s)				Pick Up Officer(s)		Officer(s) Reporting						J.D. Number/Location Code		Unit		Additional Info		Officer Reporting						J.D. Number		Reported To		Assigned To		Case Number						Class Type: 1. Arrest 2. Exceptional 3. Open File		A. Adult Juvenile		Date Cleared		Sample Type						2. Arrest by Primary/Secondary		3. Death of Offender		4. Probation Violated		1. Suspicion Declined						OR W/Od Prosecution		5. VNF Refused to Cooperate		6. Juvenile/No Control		DATE Printed						N/A		Page		10	
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DATE Printed						N/A		Page		10																																																																																																																																																																																			

FROM :

FAX NO. :

Oct. 11 2000 01:20PM P1

P.O.N. #

OSCATEL
COMMUNICATIONS

6215

900 Osceola Dr Suite 208 West Palm Beach, FL 33408

Phone (800) 354-1006 Fax: (800) 617-2210

Customer Service Application & Agreement

 Agent Number: 90205 Account: 16077
 Date: 5-15-02 Due Date: 5-16-02
 Passcode: _____ Phone Number: 386-2431365

Application For BellSouth or Sprint

This Application may also be used for Changes (adding or deleting services) and Transfers

Physical Address (Direccion de facturación)

Name: MARCO- LOPEZ Bus Res Pager Number:Street: 1207- NE 1 AV Suite/Apt: _____ Bldg/Floor: _____ Contact Number:City: HOMESTEAD State: FLA Zip: 33030 Work Number:

Service Details (Detalle de Servicio)				Following Months (Meses siguientes)			
Service Plan	Economy	Basic	Deluxe	Plan	Economy	Basic	Deluxe
Monthly Charges	\$39.95	\$49.95	\$69.90	Monthly	\$39.95	\$49.95	\$69.90
Connection Fee	\$40.00	\$40.00	\$40.00	Taxes	\$8.79	\$10.04	\$12.54
Taxes	\$15.60	\$16.85	\$19.35	Subtotal	\$48.74	\$59.99	\$82.44
Subtotal <u>95.55</u>	\$95.55	\$106.80	\$129.25	Notes:			
Features Total	\$	\$	\$				
Long Distance	\$	\$	\$				
[] \$25 [] \$50 [] \$100 [] Other	\$	\$	\$				
Total	\$	\$	\$				

Features (opciones) Tax included			
Three-Way Calling	\$5.93	Memory Call	\$15.53
Call Return (*69)	\$7.11	Call Forwarding Variable	\$5.93
Caller ID Basic (# only)	\$8.89	Area Plus Plan	\$29.63
Caller ID Deluxe (Name & #)	\$13.04	Wire Maintenance Plan	\$5.93

☒ Transfer \$40.00 ☐ Changes \$19.00 + \$ _____ = \$ _____ (feature)
☐ Name Change \$23.00 (total) ☐ # Change \$19.00

Customer Signature: _____

Date: _____

* By the signature, Customer Acknowledges: (1) that the information provided in the service application above is correct, (2) there will be no refund once the application has been processed, (3) Oscatel will not be held liable for the activation time period, and (4) Oscatel will activate a local service freeze.

OSCATEL
COMMUNICATIONS

900 Osceola Dr Suite 208 West Palm Beach, FL 33409

West Palm Beach, FL 33409

Phone (800) 354-1006 Fax: (800) 617-2210

Customer Name: Marco LopezDATE 5-15-02

Long Distance: [] \$25.00 [] \$50.00 [] \$100.00 [] Other \$ _____ Long Distance \$ _____

(check all that apply)

Rate Plan

Invoice Amount \$

AGENT SIGNATURE: CARIDAT DISCOUNT MKTotal Paid \$95.55

* By the signature, Customer Acknowledges: (1) that the information provided in the service application above is correct, (2) there will be no refund once the application has been processed, (3) Oscatel will not be held liable for the activation time period, and (4) Oscatel will activate a local service freeze.

- If your service is temporarily disconnected (TDisco), there will be a restore fee of \$25.00. If your service is completely disconnected (FDisco), there will be a reconnection fee of \$40.00.

Juan Vasquez 305-2425539
has being checked for fraud

FAXED
 APR 30 2004
 Am to Psc
 BY _____

P.O.N. #

 INVOICED
 MAY 16 2002

FLATEL HAR 6983
v 00

Local Exchange Navigation System

Inquiry Customer Service Record

Continue to TN
Reservation ►View Product and Services | Credit HistoryView Pending Service Order Information

All data available for this CSR has been displayed. (9010)

ACCT 786 243-1365 365

EXCH HMSD

BCS 1FR

STAT OPEN

TYPE RESIDENCE

SVCC 11

EQIND1 7

LASTZSFR 268435463

MULTLINE 1

HTGHMLCT 0

JOINTIND

JAZZIND

BREFIND

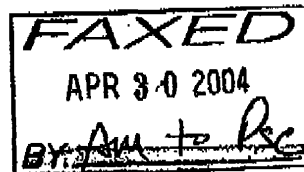
DENYIND 0

BMITIND

SENSACCT

TTRA 305 245

CENT R0X



---LIST

LN LOPEZ, MARCO

LA (OAD)

SA 1207 NE 1ST AV, HMSD, FL

DZIP 33030

---DIR

DDA LOPEZ MARCO

1207 NE 1ST AV

HOMESTEAD FL 33030

DEL A1, B1

---BILL

BN1 FLATEL INC

BA2 DBA FLORDIA TEL CO

BA3 900 OSCEOLA DR

BA4 SUITE 209

PO W PLM BCH FL 33409

TAX 1N01
TAR 208,800
PACI XXXX
BTN 305 Q95-2107-700
MAN R6983

CC - Known good credit
DOI 20020516
No Treatment (collection steps) in past 12 months
No Returned Checks in past 12 months
No Deposit on Account

CI
LSF LP 05-16-2002
RESH R6983
SS 000-00-0000;N
ZPTX Y

---S&E

(LINES & STATIONS)

1 1FR Residential Line
/TN 786 243-1365/TBE A
/PIC NONE/LPIC NONE
/PCA OF, 05-16-02
/LPCA OF, 05-16-02/ZLCP R/NMC
/TTRA 305 245/EXK 305 245
/LRN 3052450000/BLKD/RCU TWC
/SED 05-16-02/ZSER 3C10000001
/RATE 8.63

1 BCR Call Return Blocking
/TN 786 243-1365/SED 05-16-02
/ZSER 4310000002
/RATE NR

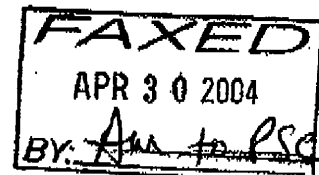
1 BRD Repeat Dial Blocking
/TN 786 243-1365/SED 05-16-02
/ZSER 4A10000003
/RATE NR

1 CREXA Custom Toll Restriction plus expanded local calling
/TN 786 243-1365/SED 05-16-02
/ZSER 5110000004
/RMKR (A) 05-16-02
/RATE 3.13

1 LNPCX FCC Local Number Portability Line Charge - Line
/TN 786 243-1365/SED 05-16-02
/ZSER 5810000005
/RATE .35

1 RESCN Reseller Contact Nme and Number
/TN 786 243-1365
/ZRC1 FLATEL INC, SANDRA
GIRALDO, 888 777-6561
/SED 05-16-02/ZSER 5F10000006
/RATE NR

1 9LM FCC Charge for Network Access
/TN 786 243-1365/SED 05-16-02
/ZSER 6610000007
/RATE 6.50

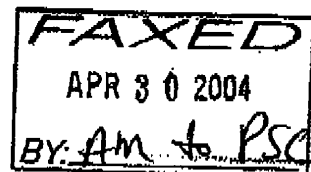


---COMPLETED ACTIVITY

7862431365RC	04-10-04	RATECHANGE	04-11-04
7862431365RC	04-01-04	RATECHANGE	04-04-04
7862431365RC	02-13-04	RATECHANGE	02-15-04
NFX0B6	LP	05-16-02	05-16-02 2901

[References](#) | [Cancel](#)[View Product and Services](#) | [Credit History](#)[Continue to TN
Reservation](#) ►

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LENS Version 15.0
Z698311bos60913 / 1
4/30/2004

Acct 3368
Marco Lopez
1207 NE 1st Ave
Homestead, FL 33030
TN# 7862431365

LOA attached for review

Customer has never been disconnected temporarily or permanently

PON: 6215

Connect Date: 05-16-02

Bill Due Date: 04-16-04

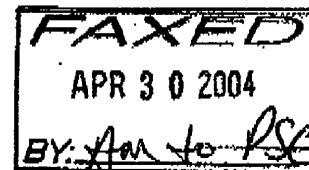
(Payment was made at Wireless Unlimited / Universal Telephone and they kept it) FLATEL is requesting payment and reconnection amount of \$25 be paid by Universal Telephone so that a past due balance is not reflected on customers account.

04-14-04

Left Message For Customer no answer

04-15-04

Left Message For Customer no answer



04-28-04

Gus Albert Note called, spoke to Juan, he stated that Marco Lopez was not home, that he will be back home around 5:00pm

04-28-04

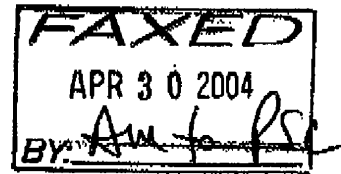
General note CUSTOMER IS AWARE THAT HIS ACCT IS FROZEN AND HE WANTS TO KEEP IT THAT WAY. HE SAYS THAT HE ONLY WANTS TO STAY WITH FLATEL AND NO ONE ELSE. GUS

04-28-04

General note I spoke to the customer Marcos, he states he did signed the paper but that he was basically tricked in to it, they didn't explain to him what was going on, he wants to stay with FLATEL. He agreed to go to the new pay center next month to pay his bill and sign a new LOA.

Acc	Payment No.	Due Date	Dealer	Amount	Time	Employee	Invoice	Paid
3368	4821	10/16/2002	1374	\$ 48.74	6:44 AM	Luis Arcila	5172	\$48.74
3368	8622	11/14/2002	1374	\$ 48.74	10:18 AM	Luis Arcila	9605	\$48.74
3368	13270	12/16/2002	1374	\$ 48.74	11:59 AM	Victor Solar	15891	\$48.74
3368	17993	1/16/2003	1374	\$ 48.74	10:50 AM	Luis Arcila	21469	\$48.74
3368	23115	2/17/2003	1374	\$ 48.74	6:19 AM	Luis Arcila	27220	\$48.74
3368	28044	3/17/2003	1374	\$ 48.74	1:24 AM	Sandra giraldo	33298	\$48.74
3368	33226	4/16/2003	1374	\$ 48.74	9:50 AM	Luis Arcila	39851	\$48.74
3368	38455	5/16/2003	1374	\$ 48.74	12:44 PM	Luis Arcila	45777	\$48.74
3368	64584	10/17/2003	1374	\$ 48.74	10:16 AM	Luis Arcila	77198	\$48.74
3368	43632	6/16/2003	1374	\$ 48.74	4:27 AM	Luis Arcila	51995	\$48.74
3368	48717	7/16/2003	1374	\$ 48.74	3:17 AM	Luis Arcila	58324	\$48.74
3368	54475	8/20/2003	1131	\$ 48.74	1:57 AM	Luis Arcila	64492	\$48.74

3368	59207	9/17/2003	1374	\$ 48.74	2:10 AM	Luis Arcila	70670	\$48.74
3368	70177	11/17/2003	1374	\$ 48.74	5:05 AM	Luis Arcila	85196	\$48.74
3368	76141	12/17/2003	1205	\$ 48.74	8:03 AM	Luis Arcila	92129	\$48.74
3368	82679	1/20/2004	1205	\$ 48.74	5:43 AM	Luis Arcila	98964	\$48.74
3368	89058	2/19/2004	1205	\$ 48.74	5:48 AM	Luis Arcila	106481	\$48.74
3368	95044	3/17/2004	1205	\$ 48.74	3:15 AM	Victor Solar	114159	\$48.74



FLATEL

P.O.N. #

360 Osceola Dr Suite 250 West Palm Beach, FL 33409

Phone: (561) 689-2525 or 1-800-777-4661 Fax: (561) 689-7334

Prepaid Service Application & Agreement

Agent Number: 1205 Account: 15537
 Date: Due Date: 2-10-04
 Passcode: Phone Number: 305-246-2021

Application For BellSouth or Sprint

This Application may also be used for Changes (adding or deleting services) and Transfers

Physical Address (Direccion de facturación)

Name: Abel Perez Bus X Res

Street: 28648 South Dixie Hwy Suite/Apt Bldg/Floor

City: Home land State: Fla Zip: 33033

(305) 204-6961

Pager Number	Contact Number	Work Number	Neighbor #
Service Details (Detalle de Servicio)	First Month (Primer Mes)	Following Months (Meses Subsecuentes)	
Service Plan	Economy	Basic Plus	Deluxe
Monthly Charges	\$39.95	\$49.99	\$89.80
Connection Fee	\$40.00	\$40.00	\$40.00
Taxes	\$18.60	\$18.85	\$19.35
Subtotal	\$96.55	\$108.84	\$129.25
Features Total	\$	\$	\$
Long Distance	\$	\$	\$
ISL (ISL) (ISL) (ISL)	\$	\$	\$
Total	\$95.55	\$	\$

Would like existing

Features (Opciones)	Included
Call Waiting	\$6.52
Call Return (*69)	\$7.11
Caller ID Basic (#)	\$8.89
Caller ID Deluxe (line & #)	\$13.04
Memory Call	\$15.53
Call Forwarding Variable	\$5.93
Area Plus Plan	\$29.83
Wire Maintenance Plan	\$5.93

☐ Transfer \$40.00 ☒ Changes \$19.00 + \$ (total) ☐ Name Change \$23.00 ☐ # Change \$19.00 (total)

Customer Signature: [Signature] Date: 2/8/04

* See the applicable Customer Agreement for details. This application is valid only if it is signed by the customer. If the application is not signed, the service will not be activated. FLATEL, Inc. will activate a basic service (except for any features or services) and be subject to a standard order form.

23703

2-10-04

305-246-2021

FAXED
 APR 30 2004
 BY: AM to PSC

FLATEL HAR 6983
23703 v 00

Local Exchange Navigation System

View LSR/Order Information **P O N Details**

RSS0000 : Query Successful

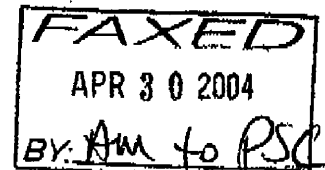
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23703	00	2004-02-10	2004-02-10	PC	BCN

Firm Order Notification Admin Directory Listing Service Details☛ TOP**Firm Order Notification Section**BOTTOM ☚

LEO Message LEO
CLEC Appl Id 10000ap
CLEC User Id Z698324
TRX Id ww@Zdz*GFwWRb0*a
PON 23703
CDTSENT 20040213
Transaction Set Id Code 865
Version 00
Test Prod Indicator P
Trans Set Purpose Code 53
Tran Ack Type AT
Status Code CP
Status Msg BILLING/RECORDS COMPLETE

☛ TOP**Administrative Section**BOTTOM ☚

CCNA HAR
PON 23703
Version 00
ATN 3052462021
Company Code 6983
Order Number NQFQBR64
Init SANDRA GIRALDO
Init Tel No 8887776561
Date/Time Sent 20040210
Rep LCSC
Dsgcon Tel No 8887776561
Rep Tel No 8007734967
DD/CD 20040210
BI1 R



BAN1 305Q952107700
Design Contact ADRIANA SOLAR

[TOP](#)**Directory Listing Section**[BOTTOM](#) **Directory Listing #1**

Directory Listing Number 0001
Listing Telephone Number 3052462021
Listing Activity Indicator N
Listing Type 1
Style Code SL
Type of Account R
Degree of Indent 0
Listed Name Perez Abel

[TOP](#)**Service Details Section**[BOTTOM](#) 

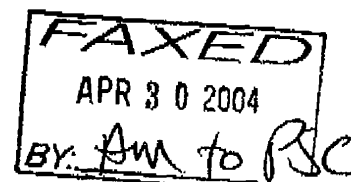
Line Number 00001
Location Number 000
Telephone Number 3052462021

[TOP](#)[View LSR](#)[References](#)[Main Menu](#)[Return to LSR/Order Info](#)
[Main](#) 

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Z698311

bos60913 / 1
4/30/2004



FLATEL HAR 6983
v 00

Local Exchange Navigation System

Inquiry Customer Service Record

Continue to TN
Reservation ▶View Product and Services | Credit History
View Pending Service Order Information

All data available for this CSR has been displayed. (9010)

ACCT 305 246-2021 152

EXCH HMSD

BCS 1FR

STAT OPEN

TYPE RESIDENCE

SVCC 11

EQIND1 7

DENYDATE 040422

LASTZSER 268435463

MULTLINE 1

HTGHMLCT 0

JOINTIND

JAZZIND

BREFIND

DENYIND 1

BMITIND

SENSACCT

TTRA 305 245

CENT ROX

---LIST

LN PEREZ, ABEL

LA (OAD)

SA 28648 S DIXIE HWY, HMSD, FL

DZIP 33033

---DIR

DDA PEREZ ABEL

28648 S DIXIE HWY

HMSD FL 33033

DEL A1, B1

---BILL

BN1 FLATEL INC

BA2 DBA FLORDIA TEL CO

BA3 2300 PLM BCH LKS BLV

BA4 EXEC CTR STE 210

FAXED
APR 30 2004
BY: Am to PSC

PO W PALM BCH FL 33409
TAX 1N01
TAR 000,700
PACI XXXX
BTN 305 Q95-2107-700
MAN R6983

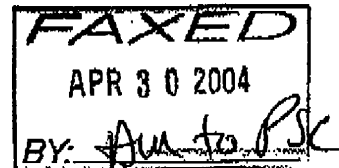
CC - Questionable credit
DOI 20040210
No Treatment (collection steps) in past 12 months
No Returned Checks in past 12 months
No Deposit on Account

CI
RESH R6983
SS 000-00-0000;N
ZPTX Y

---S&E

(LINES & STATIONS)

1 1FR Residential Line
/TN 305 246-2021/TBE A
/PIC NONE/LPIC NONE
/PCA OF, 02-10-04
/LPCA OF, 02-10-04/ZLCP R/NMC
/TTRA 305 245/EXK 305 245
/LRN 3052450000/BLKD
/SED 02-10-04/ZSER 3C10000001
/RATE 8.63
1 BCR Call Return Blocking
/TN 305 246-2021/SED 02-10-04
/ZSER 4310000002
/RATE NR
1 BRD Repeat Dial Blocking
/TN 305 246-2021/SED 02-10-04
/ZSER 4A10000003
/RATE NR
1 CREXA Custom Toll Restriction plus expanded local calling
/TN 305 246-2021/SED 02-10-04
/ZSER 5110000004
/RMKR (A) 02-10-04
/RATE 3.13
1 LNFCX FCC Local Number Portability Line Charge - Line
/TN 305 246-2021/SED 02-10-04
/ZSER 5810000005
/RATE .35
1 RESCN Reseller Contact Nme and Number
/TN 305 246-2021
/ZRCI FLATEL INC, SANDRA
GIRALDO, 888 777-6561
/SED 02-10-04/ZSER 5F10000006
/RATE NR
1 9LM FCC Charge for Network Access
/TN 305 246-2021/SED 02-10-04
/ZSER 6610000007
/RATE 6.50



---COMPLETED ACTIVITY

ZQBH1295BR	04-22-04	043394ZBH129	04-23-04	3394
CQ955GT1	04-22-04	043394C955GT	04-23-04	3394
BO DI	04-22-04	ZIDS427	04-22-04	
3052462021RC	04-10-04	RATECHANGE	04-11-04	
3052462021RC	04-01-04	RATECHANGE	04-04-04	
3052462021RC	02-13-04	RATECHANGE	02-15-04	
NQFQBR64	02-10-04	043342NFQBR6	02-13-04	3344

[References | Cancel](#)[View Product and Services | Credit History](#)[Continue to TN
Reservation ►](#)LENS Version 15.0
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4/30/2004

FLATEL HAR 6983
JEN013 v00

Local Exchange Navigation System

View L S R

RSS0000 : Query Successful

PON: JEN013

[LSR Admin](#) [LSR Bill](#) [LSR Contact](#) [EU Location/Access](#)[TOP](#)**LSR Admin Section**[BOTTOM](#)

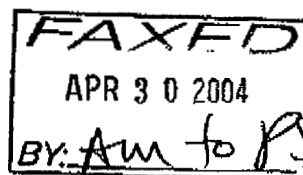
CCNA : HAR
PON : JEN013
Version : 00
Location Quantity : 001
Hunting Quantity : 00
Account Telephone Number : 3052462021
Service Center : LCSC
Date Sent : 20040422
Desired Due Date : 20040422
Request Type : EB
Activity Type : Y
Company Code : 6983
Type of Service : 2BF-
Carrier Identification Code : 0000
Customer Name : FLATEL

[TOP](#)**LSR Bill Section**[BOTTOM](#)

Billing Account Number Identifier 1 : R
Billing Account Number 1 : 305Q952107700
Access Customer Name Abbreviation : HAR

[TOP](#)**LSR Contact Section**[BOTTOM](#)

Initiator Identification : SANDRA BRAND2
Initiator Telephone Number : 8887776561
Initiator Fax Number : 5618441992
Initiator Street : 2300 PALM BEACH LAKES BLV
Initiator Room/Mail Stop : 210
Initiator City : WEST PALM BEACH
Initiator State : FL
Initiator Zip Code : 33409
Implementation Contact : ADRIANA SOLAR
Implementation Contact Telephone Number : 8887776561

[TOP](#)**EU (End User) Location and Access Section**[BOTTOM](#)

Header Location and Access Entry # : 1
Location Number : 000
End User Name : ABEL PEREZ
House Number : 28648
Street Directional : S

Street Name : DIXIE
Thoroughfare : HWY
City : HMSD
State : FL
Zip Code : 33033

🏠 [TOP](#)

[References | Cancel](#)

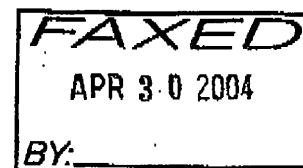
[Return To Pon Detail](#)

[Return to View LSR/Order Info Main](#) ►

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LENS Version 15.0
Z698311

bos60913 / 1
4/30/2004



Acc 15537
Abel Perez
28648 South Dixie Hwy
Homestead, FL 33033
TN# 305-246-2021

PON 23703
TEL# 3052462021
CONNECT DATE 2-10-04
Tdisc PON Jen013
Tdisc Date 4-22-04

LOA attached for review

FLATEL is requesting payment and reconnection amount of \$25 be paid by Universal Telephone so that a past due balance is not reflected on customers account.

****** CUSTOMERS LINE NEVER HAD A FREEZE ******

4-5-2004 Line Busy

4-12-04 CUSTOMER SAYS HE MADE A PAYEMT AT WIRTELESS UNLIMITED # 1205 / UNIVERSAL TELEPHONE AND HAS A FLATEL RECEIPT NUMBER 69766 WHICH WE DID NOT RECEIVE ON 4/5/2004 IN THE AMOUNT OF \$48.74.

4-22-04 Guss Albert Note

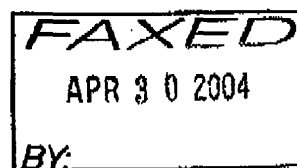
CUSTOMER INFORMED FLATEL THEY WOULD OBTAIN A POLICE REPORT STATING THAT HE PAID THE AGENT ON TIME, AND THAT THE AGENT NEVER SENT US THE MONEY, WHEN THEY GET A POLICE STATEMENT AND FAX IT TO US, WE WILL RECONNECT THEIR SERVICE AT NO CHARGE.

4-24-04 general notes

Customer states that this line is use for business purpose

4-26-04 general note

Received a call on Saturday from who we thought to be Mr. Abel Perez at the time and who happens to be on the list provided by the FPSC in question regarding Universal Telephone used an extensive amount of four letter expletive words to have his freeze removed. We agreed to remove the freeze as he requested, but when we called him back the following Monday to notify him of the status; he said that he did not call us on Saturday and insists that it was someone else. We encouraged the FPSC to contact this individual as we mentioned to him that we would bring it to the commission's attention. We believe Universal Telephones staff is behind all this, which is directed by Oscar Nodarse and his personal vendettas against FLATEL that is causing all of this and seriously affecting the End Users.



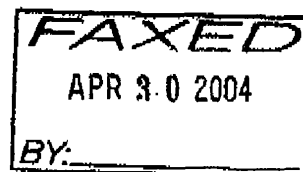
4-27-04 general note

Tried to contact customer to find out what he wants FLATEL to do with his line because he wanted to get a police report and fax to our office so he can stay with FLATEL. Left a message on cellular voice mail.

4-28-04 general note

Customer contacted FLATEL and would like to stay with FLATEL and will obtain a police report.

Acc	Payment No.	Due Date	Dealer	Amount	Time	Employee	Invoice	Paid
15537	87027	2-10-04	1205	\$95.55		Sandra Giraldo	109444	\$95.55
15537	93022	3-8-2004	1205	\$48.74		Luis Arcila	113336	\$48.74



FLATEL

9968

900 Osceola Dr Suite 208 West Palm Beach, FL 33409

Phone: (561) 688-2625 or 1-888-777-4361 Fax: (561) 688-7334

Prepaid Service Application & Agreement

 Agent Number: **1205** Account: **5618**
 Date: **11-5-02** Due Date: **11-6-02**
 Passcode: Phone Number: **305-2458560**

Application For BellSouth or Sprint

This application may also be used for changes adding or deleting services and transfers.

Physical Address (Direccion de facturacion)

 Name: **Hermilo Martinez** Bus Res ☒
 Street: **1301 NW 14th St** Suite/Apt: Bldg/Floor:
 City: **HMSP** State: **FL** Zip: **33030**

Service Details (Detalle de Servicio)	First Month (Primer Mes)	Following Months (Meses Siguietes)
Service Plan	Economy Basic Plus Deluxe	Plan Economy Basic Plus Deluxe
Monthly Charges	\$39.95 \$49.99 \$69.90	Monthly \$39.95 \$49.99 \$69.90
Connection Fee	\$40.00 \$40.00 \$40.00	Taxes \$8.79 \$10.04 \$12.54
Taxes	\$15.60 \$16.85 \$19.35	Subtotal \$48.74 \$60.03 \$82.44
Subtotal	\$95.55 \$106.84 \$129.25	Notes:
Features Total	\$ 95.55	
Long Distance	\$	
[] 325 [] 550 [] 9100 [] Other	\$	
Total	\$ 95.55	

Features (Opciones) Tax Included			
Call Waiting	\$8.52	Memory Call	\$16.53
Call Return (*69)	\$7.11	Call Forwarding Variable	\$5.93
Caller ID Basic (# only)	\$8.89	Area Plus Plan	\$29.63
Caller ID Deluxe (Name & #)	\$13.04	Wire Maintenance Plan	\$5.93

☒ Transfer \$40.00 ☐ Changes \$19.00 + \$ = \$ (feature) ☐ Name Change \$23.00 ☐ # Change \$19.00 (total)

Customer Signature: _____

Date: **11-05-02**

* By the signature, Customer Acknowledges (1) that the information provided in the service application above is correct; (2) there will be no refund once the application has been processed; (3) FLATEL, Inc. will not be held liable for the activation time period; and (4) FLATEL, Inc. will activate a local service freeze. (5) Any feature or service changes will be subject to a change order fee.

FLATEL

P.O.N. #

 900 Osceola Dr Suite 208 West Palm Beach, FL 33409
 West Palm Beach, FL 33409
 Phone: (561) 688-2625 or 1-888-777-4361 Fax: (561) 688-7334
Customer Name: **Hermilo Martinez**DATE **11/5/02**
 Long Distance: [] \$25.00 [] \$50.00 [] \$100.00 [] Other \$ Long Distance \$ **95.55**

(check all that apply)

Rate Plan

Invoice Amount \$ **95.55**AGENT SIGNATURE: **C/O**Total Paid \$ **95.55**

* By the signature, Customer Acknowledges (1) that the information provided in the service application above is correct; (2) there will be no refund once the application has been processed; (3) FLATEL, Inc. will not be held liable for the activation time period; and (4) FLATEL, Inc. will activate a local service freeze. (5) Any feature or service changes will be subject to a change order fee.

** If your service is temporarily disconnected (DDSP), there will be a reconnection fee of \$25.00. If your service is completely disconnected (DDSP), there will be a reconnection fee of \$40.00.

FLATEL HAR 6983
v 00

Local Exchange Navigation System

View LSR/Order Information **P O N Details**

RSS0000 : Query Successful

PON	Version	Completion Date	CN	Order Status	LSR Status
54WFSDFDDFS	00	2004-04-20	2004-04-20	PC	BCN

Firm Order Notification AdminTOP**Firm Order Notification Section**BOTTOM

LEO Message	LEO
CLEC Appl Id	10000ap
CLEC User Id	Z698338
TRX Id	ugrQc817Fm8nN1QQ
PON	54WFSDFDDFS
CDTSENT	20040421
Transaction Set Id Code	865
Version	00
Test Prod Indicator	P
Trans Set Purpose Code	53
Tran Ack Type	AT
Status Code	CP
Status Msg	BILLING/RECORDS COMPLETE

TOP**Administrative Section**BOTTOM

CCNA	HAR
PON	54WFSDFDDFS
Version	00
ATN	3052458560
Company Code	6983
Order Number	CQFWFX16
Init	VICTOR SOLAR
Init Tel No	8887776561
Date/Time Sent	20040420
Rep	LCSC
Rep Tel No	8007734967
DD/CD	20040420
BI1	R
BAN1	305Q952107700

TOPTDISC

FLATEL HAR 6983
v 00

Local Exchange Navigation System

View LSR/Order Information **P O N Details**

RSN0000 : Query Successful

PON	Version	Completion Date	CN	Order Status	LSR Status
23WREWERREW	00	2004-04-28	2004-04-27	PC	BCN

Firm Order Notification AdminTOP**Firm Order Notification Section**BOTTOM ↩

LEO Message	LEO
CLEC Appl Id	10000ap
CLEC User Id	Z698338
TRX Id	ugrQc819FmjTjHhu
PON	23WREWERREW
CDTSENT	20040429
Transaction Set Id Code	865
Version	00
Test Prod Indicator	P
Trans Set Purpose Code	53
Tran Ack Type	AT
Status Code	CP
Status Msg	BILLING/RECORDS COMPLETE

TOP**Administrative Section**BOTTOM ↩

CCNA	HAR
PON	23WREWERREW
Version	00
ATN	3052458560
Company Code	6983
Order Number	DQ8CLJD7
Init	VICTOR SOLAR
Init Tel No	8887776561
Date/Time Sent	20040427
Rep	LCSC
Rep Tel No	8007734967
DD/CD	20040428
EBD	20040420
BI1	R

POISC



Local Exchange Navigation System

Inquiry **Customer Service Record**FLATEL HAR 6983
v 00Continue to TN
Reservation ►View Product and Services | Credit HistoryView Pending Service Order Information

All data available for this CSR has been displayed. (9010)

ACCT 305 245-8560 560

EXCH HMSD
BCS 1FRCL
STAT FINAL
TYPE RESIDENCE
SVCC 11
LASTZSER 268435467
DISCREAS NF
DISCDATE 040420
MULTLINE 1
HTGHMLCT 0
JOINTIND
JAZZIND
BREFIND
DENYIND 0
BMITIND
SENSACCT
TTRA 305 245
CENT ROX

---LIST

LN MARTINEZ, HERMILO
LA (OAD)
SA 1301 NW 14TH ST, HMSD, FL
DZIP 33030

---DIR

DDA MARTINEZ HERMILO
1301 NW 14TH ST
HOMESTEAD FL 33030
DEL A1, B1

---BILL

BN1 FLATEL INC
BA2 DBA FLORDIA TEL CO
BA3 900 OSCEOLA DR
BA4 SUITE 209

PO W PLM BCH FL 33409
TAX 1N01
TAR 208,800
PACI XXXX
BTN 305 Q95-2107-700
MAN R6983

CC - Known good credit
DOI 20021106
No Treatment (collection steps) in past 12 months
No Returned Checks in past 12 months
No Deposit on Account

CI
LSF LP 11-06-2002
RESH R6983
SS 000-00-0000;N
ZPTX Y

---S&E

(LINES & STATIONS)

1 1FRCL Residential Line
/TN 305 245-8560/TBE A
/PIC NONE/LPIC NONE
/PCA OF, 11-06-02
/LPCA OF, 11-06-02/ZLCP R
/TTRA 305 245/EXK 305 245
/LRN 3052450000/BLKD
/SED 11-06-02/ZSER 3C10000001
/RCU TWC
/RATE 8.63
1 BCR Call Return Blocking
/TN 305 245-8560/SED 11-06-02
/ZSER 4310000002
/RATE NR
1 BRD Repeat Dial Blocking
/TN 305 245-8560/SED 11-06-02
/ZSER 4A10000003
/RATE NR
1 ESXDC Call Waiting Deluxe
/TN 305 245-8560/SED 10-01-03
/ZSER 7410000009
/RATE 5.86
1 LNPCX FCC Local Number Portability Line Charge - Line
/TN 305 245-8560/SED 11-06-02
/ZSER 5110000004
/RATE .35
1 NXMCR Caller ID Name and Number Delivery with Anonymous Call Rejection
/TN 305 245-8560/SED 10-01-03
/ZSER 7B1000000A
/RATE 6.21
1 RESCN Reseller Contact Nme and Number
/TN 305 245-8560
/ZRCI FLATEL, INC., SANDRA
GIRALDO, 888 777-6561
/SED 11-06-02/ZSER 821000000B

```

        /RATE NR
1 SEQ1X Inside Wire Maintenance Service Plan
        /TN 305 245-8560/SED 11-06-02
        /ZSER 5F10000006
        /RMKR (A) 11-06-02
        /RATE 5.50
1 9LM   FCC Charge for Network Access
        /TN 305 245-8560/SED 11-06-02
        /ZSER 6610000007
        /RATE 6.50
1 CREXA Custom Toll Restriction plus expanded local calling
        /SED 11-06-02/ZSER 6D10000008
        /RATE 3.13

```

---COMPLETED ACTIVITY

```

ZQBT20457979 01-01-04 043399ZBT204 04-30-04 3399
ZQBT035575   01-01-04 043399ZBT035 04-30-04 3399
DQ8CLJD7     04-28-04 043398D8CLJD 04-29-04 3398
ZQBL8785BR   04-20-04 043392ZBL878 04-21-04 3392
CQFWFX16     04-20-04 043392CFWFX1 04-21-04 3392
BO DI        04-20-04 ZIDS086      04-20-04
3052458560RC 04-10-04 RATECHANGE   04-11-04
3052458560RC 04-01-04 RATECHANGE   04-04-04
3052458560RC 02-13-04 RATECHANGE   02-15-04
CQ96HM78     10-01-03 033252C96HM7 10-03-03 3252
OCS=1FR
N6MKVP       LP 11-06-02           11-06-02 3022

```

[References | Cancel](#)[View Product and Services | Credit History](#)[Continue to TN
Reservation ►](#)

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LENS Version 15.0
Z698311bos60913 / 1
4/30/2004

Acct 5618
Hermilo Martinez
1301 NW 14th St
Homestead, FL 33030
TN# 305-245-8560

LOA attached for review

PON: 9968
Connect Date: 11-6-02
Bill Due Date: 4-01-04
Tdisc PON 54WFSDFDDFS
Tdisc Date 4-20-2004
Pdisc PON 23WREWERREW
Pdisc Date 4-27-04

04-09-04 NO ANSWER

04-14-04 Grace Period Given

Customer paid at 1205 - Wireless Unlimited but that dealer did not notify us as she is not active anymore as a pay center. Customer stated that he is going back to pick up the money and pay somewhere else.

04-17-04 no answer

NA (Updated by: Veronica Bautista on: 04/17/2004 at 1:08:46 PM)

no answer (Updated by: Mauricio Cepero on: 04/17/2004 at 3:03:05 PM)

NO ANSWER THIS IS THE 10TH TIME CALLING THIS CUSTOMER HE NEVER ANSWERS THE LINE (Updated by: Mauricio Cepero on: 04/19/2004 at 9:10:27 AM)

Customer had been paying 1205 Wireless Unlimited and never had been disconnected for non-payment. Customer had been called regarding bill several times with no answer. Customer has never contacted FLATEL. Tdisc order was then issued

Acc	Payment No.	Due Date	Dealer	Amount	Time	Employee	Invoice	Paid
5618	7373	11/6/2002	1205	\$ 95.55	1:18 AM	Sandra Giraldo	10815	\$95.55
5618	11147	12/2/2002	1205	\$ 48.74	6:56 AM	Luis Arcila	13554	\$48.74
5618	15543	1/2/2003	1205	\$ 48.74	10:53 AM	Luis Arcila	19591	\$48.74
5618	19678	1/27/2003	1205	\$ 57.09	5:43 AM	Luis Arcila	25036	\$48.74
5618	26231	3/6/2003	1205	\$ 48.74	9:36 AM	Luis Arcila	30819	\$48.74
5618	32110	4/9/2003	1205	\$ 48.74	11:21 AM	Luis Arcila	36933	\$48.74
5618	37011	5/7/2003	1205	\$ 48.74	11:24 AM	Luis Arcila	43189	\$48.74
5618	61573	10/1/2003	1205	\$ 48.74	2:21 AM	Luis Arcila	73347	\$48.74
5618	61574	10/1/2003	1205	\$ 32.04	2:22 AM	Luis Arcila	78197	\$32.04
5618	44753	6/23/2003	1205	\$ 48.74	6:17 AM	Luis Arcila	55617	\$48.74
5618	40259	5/28/2003	1205	\$ 48.74	3:51 AM	Luis Arcila	49496	\$48.74
5618	53181	8/11/2003	1205	\$ 48.74	4:01 AM	Luis Arcila	61597	\$48.74
5618	56413	9/2/2003	1205	\$ 48.74	4:02 AM	Luis Arcila	67685	\$48.74
5618	67987	11/5/2003	1205	\$ 59.00	11:23 AM	Luis Arcila	81190	\$59.00
5618	73355	12/4/2003	1205	\$ 59.00	9:41 AM	Luis Arcila	87837	\$59.00

5618	79840	1/7/2004	1205 \$ 59.00	9:00 AM Luis Arcila	94848 \$59.00
5618	85827	2/4/2004	1205 \$ 59.00	1:15 AM Luis Arcila	101880 \$59.00
5618	93023	3/8/2004	1205 \$ 59.00	3:47 AM Luis Arcila	109813 \$59.00

FLATEL

900 Osceola Dr Suite 208 West Palm Beach, FL 33409

Phone: (561) 688-2525 or 1-888-777-4561 Fax: (561) 688-7334

Prepaid Service Application & Agreement

 Agent Number: 1205 Account: 8912
 Date: 4-22-03 Due Date:
 Password: Phone Number:

Application For BellSouth or Sprint

This Application may also be used for changes, adding or deleting services and transfers.

Physical Address (Direccion de facturacion)

 Name: Florentina Gomez Bus Res ☒
 Street: (1313) NW 9th CT Suite/Apt: Bldg/Floor:
 City: Homestead State: FL Zip: 33030

Pager Number	Contact Number	Work Number	Neighbor #
Service Details (Detalle de Servicio)		Following Months (Meses Siguyentes)	
Service Plan	Economy	Basic Plus	Deluxe
Monthly Charges	\$39.95	\$49.99	\$69.90
Connection Fee	\$40.00	\$40.00	\$40.00
Taxes	\$15.60	\$18.85	\$19.35
Subtotal	\$95.55	\$106.84	\$129.25
Features Total	\$	\$	\$
Long Distance	\$	\$	\$
[\$25] [\$50] [\$100] [Other	\$	\$	\$
Total	\$95.55	\$	\$

Features (Opciones) Tax Included			
Call Waiting	\$8.52	Memory Call	\$16.53
Call Return (*69)	\$7.11	Call Forwarding Variable	\$5.93
Caller ID Basic (# only)	\$8.89	Area Plus Plan	\$29.63
Caller ID Deluxe (Name & #)	\$13.04	Wire Maintenance Plan	\$5.93

☐ Transfer \$40.00 ☐ Changes \$19.00 + \$ = \$ (feature) ☐ Name Change \$23.00 ☐ Change \$19.00 (total)

 Customer Signature: Florentina Gomez Date: 4-22-03

By the signature Customer acknowledges (1) that the information provided in the service application above is correct. (2) there will be no refund once the application has been processed. (3) FLATEL, Inc. will not be held liable for the act, act, or time period, and (4) FLATEL, Inc. will provide a local service freeze. (5) Any feature or service changes will be subject to a change order fee.

FAXED
 APR 24 2003
 BY: JO
FLATEL

1464173

305-245 2865

P.O.N. #

4 25 03

 900 Osceola Dr Suite 208 West Palm Beach, FL 33409
 West Palm Beach, FL 33409
 Phone: (561) 688-2525 or 1-888-777-4561 Fax: (561) 688-7334

 Customer Name: Florentina Gomez DATE 4/22/03

Long Distance: [] \$25.00 [] \$50.00 [] \$100.00 [] Other \$ Long Distance \$

(check all that apply)

Rate Plan

Invoice Amount \$

 AGENT SIGNATURE: [Signature] Total Paid \$ 95.55

By the signature Customer acknowledges (1) that the information provided in the service application above is correct. (2) there will be no refund once the application has been processed. (3) FLATEL, Inc. will not be held liable for the act, act, or time period, and (4) FLATEL, Inc. will provide a local service freeze. (5) Any feature or service changes will be subject to a change order fee.

If your service is temporarily disconnected (TDisco), there will be a restore fee of \$25.00. If your service is permanently disconnected (PDisco), there will be a reconnection fee of \$40.00.

FLATEL HAR 6983
JEN015 v 00

Local Exchange Navigation System

View LSR

RSS0000 : Query Successful

PON: JEN015

[LSR Admin](#) [LSR Bill](#) [LSR Contact](#) [EU Location/Access](#)[↑ TOP](#)**LSR Admin Section**[BOTTOM ↓](#)

CCNA : HAR

PON : JEN015

Version : 00

Location Quantity : 001

Hunting Quantity : 00

Account Telephone Number : 3052452865

Service Center : LCSC

Date Sent : 20040422

Desired Due Date : 20040422

Request Type : EB

Activity Type : Y

Company Code : 6983

Type of Service : 2BF-

Carrier Identification Code : 0000

Customer Name : FLATEL

[↑ TOP](#)**LSR Bill Section**[BOTTOM ↓](#)

Billing Account Number Identifier 1 : R

Billing Account Number 1 : 305Q952107700

Access Customer Name Abbreviation : HAR

[↑ TOP](#)**LSR Contact Section**[BOTTOM ↓](#)

Initiator Identification : SANDRA BRAND2

Initiator Telephone Number : 8887776561

Initiator Fax Number : 5618441992

Initiator Street : 2300 PALM BEACH LAKES BLV

Initiator Room/Mail Stop : 210

Initiator City : WEST PALM BEACH

Initiator State : FL

Initiator Zip Code : 33409

Implementation Contact : ADRIANA SOLAR

Implementation Contact Telephone Number : 8887776561

[↑ TOP](#)**EU (End User) Location and Access Section**[BOTTOM ↓](#)

Header Location and Access Entry # : 1

Location Number : 000

End User Name : FLORENTINA GOMEZ

House Number : 1336

Street Directional : NW

Street Name : 9TH
Thoroughfare : CT
City : HMSD
State : FL
Zip Code : 33030

 [TOP](#)

[References](#) | [Cancel](#)

[Return To Pon Detail](#)

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Z698311

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4/28/2004


 FLATEL HAR 6983
 532WERWERWER v 00

Local Exchange Navigation System

View LSR/Order Information **P O N Details**

RSS0000 : Query Successful

PON	Version	Completion Date	CN	Order Status	LSR Status
532WERWERWER	00	2004-04-28	2004-04-27	PC	BCN

Firm Order Notification AdminTOP**Firm Order Notification Section**BOTTOM

LEO Message LEO
 CLEC Appl Id 10000ap
 CLEC User Id Z698338
 TRX Id ugrQc819FmjTinhm
 PON 532WERWERWER
 CDTSENT 20040429
 Transaction Set Id Code 865
 Version 00
 Test Prod Indicator P
 Trans Set Purpose Code 53
 Tran Ack Type AT
 Status Code CP
 Status Msg BILLING/RECORDS COMPLETE

TOP**Administrative Section**BOTTOM

CCNA HAR
 PON 532WERWERWER
 Version 00
 ATN 3052452865
 Company Code 6983
 Order Number DQB6FCT2
 Init VICTOR SOLAR
 Init Tel No 8887776561
 Date/Time Sent 20040427
 Rep LCSC
 Rep Tel No 8007734967
 DD/CD 20040428
 EBD 20040422
 BI1 R

BAN1 305Q952107700

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[Main Menu](#)

[Return to LSR/Order Info](#)
[Main](#) ►

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LENS Version 15.0
Z698311

bos60913 / 1
4/30/2004

Acct 8912
Florentina Gomez
1313 NE 9 CT
Homestead, FL 33030
TN# 305-245-2865

LOA attached for review

Customer has never had a Local Service Freeze

PON: 1464173
Connect Date: 4-22-03
Bill Due Date: 3-24-04
Tdisc PON JEN015
Tdisc Date 4-22-2004
Pdisc PON T373365
Pdisc Date 4-27-04

04-07-04 NO ANSWER

04-10-04 Left Message For Customer

04-13-04 NO ANSWER

04-20-04 NO ANSWER

Customer had been paying 1205 Wireless Unlimited and never had been disconnected for non-payment. Customer had been called regarding bill several times with no answer. Customer has never contacted FLATEL. Tdisc order was then issued

Acc	Payment No.	Due Date	Dealer	Amount	Time	Employee	Invoice	Paid
8912		4/24/2003	1205	\$ 95.55	4:49 AM	Sandra Giraldo	45334	\$ 95.55
8912	41828	11/1/2003	1205	\$ 48.74	2:52 AM	Luis Arcila	79576	\$ 48.74
8912	53683	6/30/2003	1205	\$ 48.74	2:39 AM	Sandra Giraldo	54167	\$ 48.74
8912	41919	5/24/2003	1205	\$ 48.74	1:38 AM	Luis Arcila	48019	\$ 48.74
8912	53692	7/28/2003	1205	\$ 48.74	5:39 AM	Luis Arcila	60480	\$ 48.74
8912	41932	8/25/2003	1205	\$ 48.74	2:26 AM	Luis Arcila	66795	\$ 48.74
8912	41948	9/29/2003	1205	\$ 48.74	8:33 AM	Luis Arcila	73049	\$ 48.74
8912	41841	12/1/2003	1205	\$ 48.74	6:57 AM	Luis Arcila	87465	\$ 48.74
8912	41858	1/5/2004	1205	\$ 48.74	10:08 AM	Luis Arcila	94454	\$ 48.74
8912	69742	1/31/2004	1205	\$ 48.74	11:05 AM	Luis Arcila	101547	\$ 48.74
8912	69755	2/25/2004	1205	\$ 48.74	4:40 AM	Luis Arcila	109318	\$ 48.74