

Talbott  
Vandiver 

FLORIDA PUBLIC SERVICE COMMISSION  
Capital Circle Office Center • 2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

MEMORANDUM



RECEIVED

November 6, 1997

NOV - 5 1997  
10:05

FPSC - Records/Reporting

TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYO)

FROM: DIVISION OF LEGAL SERVICES (BOWMAN)   
DIVISION OF COMMUNICATIONS (LEWIS)   
DIVISION OF CONSUMER AFFAIRS (MCHARGUE)

RE: DOCKET NO. 97-18-97-TI - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST THE PHONE COMPANY (TEL-SAVE, INC. d/b/a NETWORK SERVICES, INC. d/b/a THE PHONE COMPANY) FOR VIOLATION OF RULE 25-4.043, RESPONSE TO COMMISSION STAFF INQUIRIES; FLORIDA ADMINISTRATIVE CODE.

AGENDA: 11-18-97 - AGENDA - INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: S:\PSC\CNO\WP\971218-TI.RCM

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CASE BACKGROUND

On January 13, 1997, staff notified The Phone Company (TPC) that it had been selected as one of the Inter-Exchange Companies (IXCs) to be evaluated as part of the Commission's normal service quality evaluation and that certain billing information must be provided (attachment 1). To expedite the evaluation, the information was requested by phone and fax on January 23rd (attachments 1 & 2). The Phone Company responded on January 23rd with the calling card and PIN number information requested. Staff then made test calls to review timing and billing, call completions and the transmission quality of service being provided by TPC. The 0+ (calling card) tests were performed on February 17th and the 1+ calls were made on February 5th.

After three months staff had not received the bills required from TPC. Staff attempted to notify the company on May 30, 1997, (attachment 3) that the billing records had not been received as of that date. However, the letter was returned due to an "insufficient address" on June 9th. TPC filed an address and liaison change on June 12, 1997. On June 20th staff faxed a letter

DOCUMENT NUMBER-DATE

1-232 NOV-56

FPSC-RECORDS/REPORTING

DOCKET NO.971218-TI  
DATE: November 6, 1997

(attachments 8 & 9) to Ms. Tina Tecce's office notifying the company concerning the lack of billing records and requesting them as soon as possible.

On July 17, 1997, when staff had not yet received the billing records, the request was repeated during a phone conversation between staff and Ms. Tecce. Staff requested the billing information for a third time on July 29th via certified letter (attachments 10 & 11). On August 5th, staff received by fax the 1+ billing records. On August 6th, staff requested by phone that a written explanation be given as to why the 0+ billing records were not provided. The explanation (attachment 12) was received on August 7th via fax stating that TPC had no record of calls being placed over its network using the pin and access numbers provided to Commission staff. Staff notes that TPC was put on notice before the tests were conducted that staff would require the billing data.

On August 29, 1997 (attachment 13) staff informed TPC that it intended to file a show cause recommendation for apparent violation of Florida Administrative Code. Staff received the 0+ billing record (attachment 14) from Mr. Manny DeMaio (TPC) on October 3, 1997 after several inquiries from TPC to staff on how to stop the show cause proceedings.

The Division of Consumer Affairs staff received 124 complaints from January 1, 1995 through September 30, 1997. A total of 87 complaints were logged in 1995, 28 complaints were logged in 1996, and 9 complaints have been logged as of September 30, 1997. Of the 124 complaints received, 88 were closed as infractions against the company. Of the 88 complaints closed as infractions, 77 were slamming infractions.

Overall, since 1995, TPC has responded late to 28% of the Division of Consumer Affairs' inquiries (35 out of 124 responses). In 1995, 28 percent of the responses to Consumer Affairs were late (24 out of 87 responses). In 1996, 29 percent of the responses were late (8 out of 28), and to date in 1997, 44 percent of the responses have been received past the due date (4 responses out of 9). While the number of complaints received against the company has dropped over the past 33 months, the company continues to respond late to complaints filed by the Division of Consumer Affairs.

#### DISCUSSION OF ISSUES

ISSUE 1: Pursuant to Section 364.285, Florida Statutes, should The Phone Company be ordered to show cause why it should not be fined

DOCKET NO. 971218-TI  
DATE: November 6, 1997

\$10,000 for violation of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries?

**RECOMMENDATION:** Yes. The Commission should require TPC to show cause in writing within 20 days of the issuance of the Commission's Order why it should not be fined \$10,000 for apparent violation of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries. If TPC fails to respond to the show cause, the fine will be deemed assessed. If the fine is not paid after reasonable collection efforts by the Commission, it should be forwarded to the Office of the Comptroller for collection. If the fine is paid, it will be remitted by the Commission to the Florida General Revenue Fund pursuant to Section 364.285, Florida Statutes. (Lewis, McHargue)

**STAFF ANALYSIS:** Rule 25-4.043, Florida Administrative Code, states:

The necessary replies to inquiries propounded by the Commission's staff concerning service or the complaints received by the Commission shall be furnished within fifteen (15) days from the date of the Commission inquiry.

Staff believes a show cause is warranted in this case because The Phone Company failed to respond to Commission staff's request on three separate occasions. When contacted on June 20th, TPC did not produce the 1+ billing records for 45 days after two additional requests. On August 5th, partial information was received by staff, in which only the 1+ billing records were provided to the Commission. Staff has not received an explanation as to why it took forty five days to produce five month old 1+ billing records or why it took a notification of an impending show cause to produce the 0+ billing information. TPC has a history of responding late to complaints filed by the Division of Consumer Affairs and has been late in responding 4 out of 9 times this year. Therefore, staff recommends that TPC be fined for failing to respond timely.

**ISSUE 2:** Should this docket be closed?

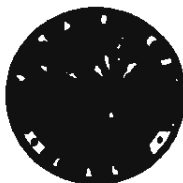
**RECOMMENDATION:** This docket should remain open pending resolution of the show cause proceeding. If, however, The Phone Company fails to respond to the Commission's order and if the fines remain unpaid after reasonable collection efforts, the matter should be referred to the Office of the Comptroller and this docket closed administratively. (Bowman)

DOCKET NO.971218-TI  
DATE: November 6, 1997

**STAFF ANALYSIS:** If the Commission approves staff's recommendation in Issue 1, The Phone Company will have 20 days from the issuance of the Commission's order to respond in writing why it should not be fined in the amount proposed or have its certificate revoked. This docket, accordingly, should remain open pending resolution of the show cause proceeding.

If, however, The Phone Company fails to respond to the Commission's show cause order, the fines will be deemed assessed in the amounts proposed in Issue 1. Therefore, if the fines remain unpaid after reasonable collection efforts, the matter should be referred to the Office of the Comptroller and this docket closed administratively.

Commissioners:  
JULIA L. JOHNSON, CHAIRMAN  
SUSAN F. CLARK  
J. TERRY DEASON  
DIANE K. KIESLING  
JOE GARCIA



DIVISION OF COMMUNICATIONS  
WALTER D'HAESELEER  
DIRECTOR  
(904) 413-6600

# Public Service Commission

January 13, 1997

RECEIVED  
TAMPA DISTRICT

JAN 31 1997

FLORIDA PUBLIC SERVICE  
COMMISSION

Ms. Tina Schaefer  
The Phone Company  
1776 Lake Worth Road  
Lake Worth, FL 33460-7007

Dear Ms. Schaefer:

Staff from the Bureau of Service Evaluation are scheduled to evaluate your company in the following exchanges: (Tampa exchange). The central offices and numbers that are presubscribed to your company are shown on the enclosed attachment. This evaluation will be conducted during the period of (1-20-97 thru 2-14-97) pursuant to Chapter 25-21.26, to execute a comprehensive telephone service evaluation to assure the availability and provisioning of safe, efficient and sufficient communications throughout the state. Our evaluation program applies not only to local exchange companies but to interexchange companies as well.

A significant part of this evaluation will be the generation of test calls from selected central offices in the exchanges to be evaluated to all NXX codes throughout the State of Florida. The purpose of these calls is to determine the following:

- 1) The call completion rate.
- 2) Timing accuracy to determine if the call was properly timed.
- 3) Whether the call was billed according to the tariff.
- 4) The rating accuracy to determine if the proper amount was billed for the units generated.
- 5) Whether the transmission parameters were met.

Since we test both 1+ and 0+ billing, please provide a calling card and PIN number for the 0+ calls. Regular bills for our test calls should be sent to:

The Florida Public Service Commission  
Division of Communications  
9950 Princess Palm Avenue  
Suite 310  
Tampa, Florida 33619-8370  
ATTN: Chet Wade

Ms. Schaefer  
Page 2  
January 13, 1997

The Florida Public Service Commission account should be established the same as your regular customers. Since this is a part of the Commission's normal surveillance activity, no reimbursement will be made for our test calls. Therefore, proper disposition should be made of these charges and the accounts closed within sixty (60) days or two (2) complete billing cycles after our review is completed.

Please respond with the tariff section(s) and paragraphs that you will use to bill our test calls.

Should you have any questions, please feel free to contact Chet Wade (813) 744-6636 or me at (904) 413-6570.

Sincerely,



Don McDonald  
U.S./Comm. Engineer Supervisor  
Bureau of Service Evaluation

c: Alan Taylor  
Chet Wade

**Attachment to The Phone Company letter**

**Test number for central office PIC'd to The Phone Company**

**Pincrest**

**813-737-3632**

Attachment 2

TRANSACTION REPORT

Transmission  
Transaction(s) completed

NO.	TX DATE/TIME	DESTINATION	DURATION	PGS.	RESULT	MODE
049	JAN 23 10:52	012158621088	0' 0. 27"	004	OK	Normal

STATE OF FLORIDA



PUBLIC SERVICE COMMISSION  
9999 Princess Palm Avenue - Suite 310  
TAMPA, FLORIDA 33619-6370

FACSIMILE TRANSMITTAL COVER SHEET

DATE: 1-23-97 TIME SUBMITTED: \_\_\_\_\_:\_\_\_\_\_:\_\_\_\_\_-P.

<u>      </u> PRIORITY TO TRANSMIT:
<u>      </u> NOT TO BE KICKED 2 HOURS
<u>      </u> NOT TO BE KICKED 30 MIN.

TO: MS. TINA SCHAEFER

OFFICE/BUSINESS: \_\_\_\_\_

FACSIMILE ~~PHONE~~ NO.: \_\_\_\_\_ (IF AVAILABLE) OR FAX NO.: (\_\_\_\_\_) \_\_\_\_\_

TELEPHONE NO.: (\_\_\_\_\_) \_\_\_\_\_

FROM: \_\_\_\_\_

OFFICE/DIVISION: \_\_\_\_\_

FACSIMILE NO.: (813) 744-6056 TELEPHONE NO.: (813) \_\_\_\_\_

COMMENTS: YOU CAN CALL ME WITH THE CALLING CARD  
INFR WHEN YOU GET IT.

THANKS



COMPANY INFORMATION

AS OF 01/07/1997

Attachment 3

The Phone Company (Tel-Save, Inc. d/b/a Network Services and d/b/a) (TI076)

Location address

The Phone Company  
1776 Lake Worth Road  
Lake Worth, FL 33460-7007

Company liaison(s)

Tina Schaefer, Regulatory Affairs Manager. (215) 862-1500 /862-1803

FAX number(s)

(215) 862-1511

Regulation date

07/29/1992

Certificate(s)

2985

Corporate type

Not Available

Services provided

MLD

342 5872  
1-800-DIAL USA  
123123123123

FAX TO: TINA SCHAEFER  
215-862-1085

COMPANY INFORMATION

AS OF 09/02/1997

Attachment 4 Page 1

The Phone Company (Tel-Save, Inc. d/b/a Network Services and d/b/a) (T1076)

Location address

The Phone Company  
6805 Route 202  
New Hope, PA 18938

Company liaison(s)

Tina Tecce, Regulatory Affairs Manager, (215) 862-1500 /862-1803

FAX number(s)

(215) 862-1085

Regulation date

07/29/1992

Certificate(s)

2985

Corporate type

Not Available

Services provided

MLD

*updated Thursday June 12, 1997  
at 4:01 PM by Nange Grant*

**MAILING INFORMATION**

**AS OF 09/02/1997**

**Attachment 4**

**Page 2**

**The Phone Company (Tel-Save, Inc. d/b/a Network Services and d/b/a) (TI076)**

**Mailing name**

**The Phone Company**

**Company code**

**TI076**

**Mailing address**

**The Phone Company  
6805 Route 202  
New Hope, PA 18938**

**Federal Employee Identification (FEID) Number**

**23-2582790**

CURRENT BTE FILLING NUMBER CHARGES DATE 07/97

WELLING ORDER 83-937-568 NUMBER DE PINE CO. FROM OT

WELLING CARD NO. 45312345 NUMBER CHARGES VERIFIED BY

Attachment 5

WELLING TYPE	WELLING NO.	DATE	TIME	METER	WELLING COST			WELLING			WELLING		
					AMOUNT	TAXES	FEES	AMOUNT	TAXES	FEES	AMOUNT	TAXES	FEES
L.I. 12.0 EC	12-01	07/97		15									
L.I. 12.0 EC	12-02	07/97		15									
L.I. 12.0 EC	12-03	07/97		15									
L.I. 12.0 EC	12-04	07/97		15									
L.I. 12.0 EC	12-05	07/97		15									
L.I. 12.0 EC	12-06	07/97		15									
L.I. 12.0 EC	12-07	07/97		15									
L.I. 12.0 EC	12-08	07/97		15									
L.I. 12.0 EC	12-09	07/97		15									
L.I. 12.0 EC	12-10	07/97		15									
L.I. 12.0 EC	12-11	07/97		15									
L.I. 12.0 EC	12-12	07/97		15									
L.I. 12.0 EC	12-13	07/97		15									
L.I. 12.0 EC	12-14	07/97		15									
L.I. 12.0 EC	12-15	07/97		15									
L.I. 12.0 EC	12-16	07/97		15									
L.I. 12.0 EC	12-17	07/97		15									
L.I. 12.0 EC	12-18	07/97		15									
L.I. 12.0 EC	12-19	07/97		15									
L.I. 12.0 EC	12-20	07/97		15									
L.I. 12.0 EC	12-21	07/97		15									
L.I. 12.0 EC	12-22	07/97		15									
L.I. 12.0 EC	12-23	07/97		15									
L.I. 12.0 EC	12-24	07/97		15									
L.I. 12.0 EC	12-25	07/97		15									
L.I. 12.0 EC	12-26	07/97		15									
L.I. 12.0 EC	12-27	07/97		15									
L.I. 12.0 EC	12-28	07/97		15									
L.I. 12.0 EC	12-29	07/97		15									
L.I. 12.0 EC	12-30	07/97		15									
L.I. 12.0 EC	12-31	07/97		15									

0: VENDOR BILLING. 225

UNIT 67E FALCON REPORT ANNUAL DATE 9/29/97  
SERIAL NUMBER 13-737-2482 GRADE WO-1 POSITION 11  
CALLING NAME 13-737-2482/23 SIGNATURE [Signature] VERIFIED BY \_\_\_\_\_

Attachment 5

SERIALS  AIRCRAFT

DATE	TIME	LOCATION	STATUS
11-10-97	12:00	13-737-2482	OK
11-11-97	12:00	13-737-2482	OK
11-12-97	12:00	13-737-2482	OK
11-13-97	12:00	13-737-2482	OK
11-14-97	12:00	13-737-2482	OK
11-15-97	12:00	13-737-2482	OK
11-16-97	12:00	13-737-2482	OK
11-17-97	12:00	13-737-2482	OK
11-18-97	12:00	13-737-2482	OK
11-19-97	12:00	13-737-2482	OK
11-20-97	12:00	13-737-2482	OK
11-21-97	12:00	13-737-2482	OK
11-22-97	12:00	13-737-2482	OK
11-23-97	12:00	13-737-2482	OK
11-24-97	12:00	13-737-2482	OK
11-25-97	12:00	13-737-2482	OK
11-26-97	12:00	13-737-2482	OK
11-27-97	12:00	13-737-2482	OK
11-28-97	12:00	13-737-2482	OK
11-29-97	12:00	13-737-2482	OK
11-30-97	12:00	13-737-2482	OK
12-1-97	12:00	13-737-2482	OK
12-2-97	12:00	13-737-2482	OK
12-3-97	12:00	13-737-2482	OK
12-4-97	12:00	13-737-2482	OK
12-5-97	12:00	13-737-2482	OK
12-6-97	12:00	13-737-2482	OK
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12-8-97	12:00	13-737-2482	OK
12-9-97	12:00	13-737-2482	OK
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12-14-97	12:00	13-737-2482	OK
12-15-97	12:00	13-737-2482	OK
12-16-97	12:00	13-737-2482	OK
12-17-97	12:00	13-737-2482	OK
12-18-97	12:00	13-737-2482	OK
12-19-97	12:00	13-737-2482	OK
12-20-97	12:00	13-737-2482	OK
12-21-97	12:00	13-737-2482	OK
12-22-97	12:00	13-737-2482	OK
12-23-97	12:00	13-737-2482	OK
12-24-97	12:00	13-737-2482	OK
12-25-97	12:00	13-737-2482	OK
12-26-97	12:00	13-737-2482	OK
12-27-97	12:00	13-737-2482	OK
12-28-97	12:00	13-737-2482	OK
12-29-97	12:00	13-737-2482	OK
12-30-97	12:00	13-737-2482	OK

MAY	OPERATION						STATUS				REMARKS				
	MON	TUE	WED	THU	FRI	SAT	OK	NOV	OUT	IN	UNK	NOV	UNK	IN	OUT
11-10-97															
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11-13-97															
11-14-97															
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12-30-97															

STATE OF FLORIDA



Commissioners:  
JULIA L. JOHNSON, CHAIRMAN  
SUSAN F. CLARK  
J. TERRY DEASON  
JOE GARCIA  
DIANE K. KIBBLING

DIVISION OF COMMUNICATIONS  
WALTER D'HAESELEER  
DIRECTOR  
(904) 413-6600

**Public Service Commission**

May 30, 1997  
CERTIFIED

Ms. Tina Schaefer  
The Phone Company  
1776 Lake Worth Road  
Lake Worth, Florida 33460-7007

**Re: Billing information for test calls**

Dear Ms. Schaefer:

Commission staff have not received billing information from the recent testing of the Phone Company. Our records indicate 1+ test calls were placed February 5, 1997 and 0+ test calls were placed February 17th. Both sets of calls were made from (813) 737-3632. The calling card number is 123 123 123 123. Please provide the required billing information no later than June 1, 1997.

Rule 25-4.043, *Response to Commission Staff Inquiries* states: "The necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry."

Should you have any question please contact me at (904) 413-6578 or Fax at (904) 413-6579.



Sincerely,

Clayton Lewis  
Engineer II  
Bureau of Service Evaluation



## STATE OF FLORIDA

Commissioners:  
 JULIA L. JOHNSON, CHAIRMAN  
 SUSAN F. CLARK  
 J. TERRY DEASON  
 JOE GARCIA  
 DIANE K. KIRKING



DIVISION OF COMMUNICATIONS  
 WALTER D'HAESELEER  
 DIRECTOR  
 (904) 413-6600

## Public Service Commission

June 20, 1997

Ms. Tina Tecce  
 Regulatory Affairs Manager  
 The Phone Company  
 6805 Route 202  
 New Hope, Pennsylvania 18938

Re: Billing information for test calls

Dear Ms. Tecce:

Commission staff have not received billing information from the testing of The Phone Company. Our records indicate 1+ test calls were placed February 5, 1997 and 0+ test calls were placed February 17, 1997. Both sets of calls were made from (813) 737-3632. The calling card number is 123 123 123 123. Please provide the required billing information no later than July 5, 1997.

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Should you have any question please contact me at (904) 413-6578 or Fax at (904) 413-6579.

Sincerely,

Clayton Lewis  
 Engineer II  
 Bureau of Service Evaluation



Date: 6/22/97

**STATE OF FLORIDA**



**PUBLIC SERVICE COMMISSION**

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL 32399-0850

TO:

Ms. Tina Terce

The Phone Company

FROM:

Clay Lewis

Fax: 904 413 6579

Voice: 904 413 6578

RE:

Billing info

Note:

*Please respond by July 5, 1997 .*

*C. Lewis*

## STATE OF FLORIDA



## Commissioners:

JULIA L. JOHNSON, CHAIRMAN  
 SUSAN F. CLARK  
 J. TERRY DEASON  
 JOE GARCIA  
 DIANE K. KIESLING

DIVISION OF COMMUNICATIONS  
 WALTER D'HAESELEER  
 DIRECTOR  
 (904) 413-6600

## Public Service Commission

June 20, 1997

Ms. Tina Tecce  
 Regulatory Affairs Manager  
 The Phone Company  
 6805 Route 202  
 New Hope, Pennsylvania 18938

**Re: Billing information for test calls**

Dear Ms. Tecce:

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Sincerely,

Clayton Lewis  
 Engineer II  
 Bureau of Service Evaluation

Commissioners:  
JULIA L. JOHNSON, CHAIRMAN  
SUSAN F. CLARK  
J. TERRY DEASON  
JOE GARCIA  
DIANE K. KIBLING



DIVISION OF COMMUNICATIONS  
WALTER D'HAEBELEER  
DIRECTOR  
(904) 413-6600

# Public Service Commission

May 30, 1997  
CERTIFIED

Ms. Tina Schaefer  
The Phone Company  
1776 Lake Worth Road  
Lake Worth, Florida 33450-7007

Re: Billing information for test calls

Dear Ms. Schaefer:

Commission staff have not received billing information from the recent testing of the Phone Company. Our records indicate 1+ test calls were placed February 5, 1997 and 0+ test calls were placed February 17th. Both sets of calls were made from (813) 737-3632. The calling card number is 123 123 123 123. Please provide the required billing information no later than June 1, 1997.

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Should you have any question please contact me at (904) 413-6578 or Fax at (904) 413-6579.



Sincerely,

Clayton Lewis  
Engineer II  
Bureau of Service Evaluation

\*\*\* Transmit Conf. Report \*\*\*

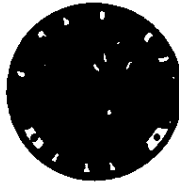
Jun 20 '97 15:27

Attachment 9

Page 4

FL PUBLIC SERVICE COM--> 612158621085	
Nb.	0014
Mode	NOMFL
Time	0'55"
Pages	2 Page(s)
Result	OK

Commissioners:  
JULIA L. JOHNSON, CHAIRMAN  
SUEAN F. CLARK  
J. TERRY DEASON  
JOE GARCIA  
DIANE K. KIBLING



DIVISION OF COMMUNICATIONS  
WALTER D'HAESELEER  
DIRECTOR  
(904) 413-6600

## Public Service Commission

July 29, 1997  
CERTIFIED

Ms. Tina Tecce  
Regulatory Affairs Manager  
The Phone Company  
6805 Route 202  
New Hope, Pennsylvania 18938

Re: July 17, 1997 Phone conversation concerning billing information

Dear Ms. Cross:

On May 30th, and June 20th staff requested billing information from our testing of The Phone Company's 1+ and O+ services. We have not received the requested information. Please provide the information by August 15th or provide a written response as to why The Phone Company has failed to provide the required billing information.

Rule 25-4.043, Florida Administrative Code, *Response to Commission Staff Inquiries* states: "The necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry."

Should you have any question please feel free to contact Clayton Lewis at (904) 413-6578 or Fax at (904) 413-6579.

Sincerely,

A handwritten signature in black ink, appearing to read "Don McDonald".

Don McDonald  
U.S./Comm. Engineer Supervisor  
Bureau of Service Evaluation

Encl

cc: Clayton Lewis

is your **REGISTRATION STATEMENT** completed on the reverse side?

<p>1. I am filing to register the following securities for an initial filing:  <input type="checkbox"/> Advertisement Address  <input type="checkbox"/> Prospectus Delivery          General prospectus for the          _____</p>	<p>3. AGENCIES APPROVED BY:</p> <p>Mr. Tom Tesoro          Regulatory Affairs Manager          The Phoenix Company          6920 Buena Vista          Hunt Valley, Pennsylvania 15886          (412) 482-4500          E. Approved by: (Print Name)</p>
<p>2. I also wish to register the following securities for an initial filing:  <input type="checkbox"/> Advertisement Address  <input type="checkbox"/> Prospectus Delivery          General prospectus for the          _____</p>	<p>4. SECURITIES TYPE  <input type="checkbox"/> Registered <input checked="" type="checkbox"/> Common  <input type="checkbox"/> Registered Ltd <input type="checkbox"/> Limited  <input type="checkbox"/> Blank Check for Securities <input type="checkbox"/> COO</p> <p>5. REGISTRATION NUMBER: 06-1-97</p> <p>6. Advertiser's address (if different and how to post)</p>
<p>7. SIGNATURE: <i>Walter J. Kungur</i></p> <p>8. Signature: <i>Walter J. Kungur</i></p> <p>REG FORM 5011, REVISED 1994</p> <p>Demotest's Public Prospect</p>	

Attachment 12

August 7, 1997

Mr. Clayton Lewis  
State of Florida  
Public Service Commission  
Division of Communications  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: 0+ Test Calls for Tel-Save, Inc.

Dear Mr. Lewis:

This letter is to inform you that we do not have any call records for 0+ calls made from the calling card number that was assigned to you. We use AT&T's network for these calls and they do not have any records of 0+ calls made from that calling card number.

We have never had any problems with 0+ call records or billing in the past and we are not sure why the calls wouldn't show up in billing or call records. We would be happy to assist you in any way to regenerate the calls.

Please let us know if you have any questions or if you will need additional information from us regarding these calls.

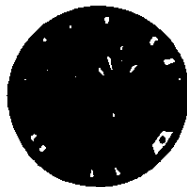
Sincerely,



Tina Tesse  
Regulatory Affairs Manager  
Tel-Save, Inc.

Commissioners:

JULIA L. JOHNSON, CHAIRMAN  
SUSAN F. CLARK  
J. TERRY DEASON  
DIANE K. KIESLING  
JOE GARCIA



Attachment 13

DIVISION OF COMMUNICATIONS  
WALTER D'HAESELEER  
DIRECTOR  
(904) 413-4400

## Public Service Commission

August 29, 1997

Ms. Tina Tecce  
Regulatory Affairs Manager  
The Phone Company  
6805 Route 202  
New Hope, Pennsylvania 18938

Dear Ms. Tecce:

The Florida Public Service Commission evaluated the quality of service from access lines presubscribed to your company during a comprehensive telephone service evaluation in GTE's Plant City exchange from January 21st thru February 17, 1997. In addition to measuring call completions, a series of test calls were generated to measure the timing of toll calls for billing purposes. Staff was unable to evaluate the 0+ calls generated over The Phone Company's network due to the lack of billing records.

On January 13, 1997 staff notified The Phone Company of the evaluation and requested 0+ calling instruction. Staff contacted Ms. Tina Schaefer by phone and fax requesting the calling instructions on January 23, 1997. Ms. Schaefer phoned and gave staff an access number, (1 800 DIAL USA), with a pin number, (123 123 123 123), to be used during the evaluation. Staff in the Tampa office received the original January 13th letter as returned mail due to an "insufficient address".

Staff evaluated The Phone Company's 1+ service on February 5th and the 0+ service on February 17th. After 3 months had passed and the bills had not been received, staff in the Tallahassee office requested the billing records from Ms. Schaefer's office on May 30th. This letter was returned on June 9th to the Commission. The Phone Company filed new Linison information on June 12, 1997. On June 20th staff faxed a letter to your office requesting the billing records. On July 17th, staff again requested the billing information from you during a phone conversation. Staff requested the billing information for a third time on July 29th via certified letter. On August 5th, staff received by fax the 1+ billing records. Through a phone conversation on August 6th, staff requested an explanation as to why the 0+ billing records were not available. The explanation was received on August 7th via fax stating that The Phone



Ms. Tecca  
 August 29, 1997  
 Page 2

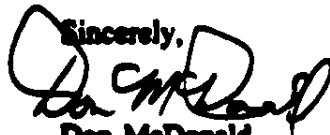
Company had no record of calls being placed over its network using the pin and access number provided to Commission staff. Staff finds this explanation unacceptable.

As a result, The Phone Company has failed to produce the billing records which appears to be a violation of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries. The rule states: "The necessary replies to inquiries propounded by the Commission's staff concerning service or the complaints received by the Commission shall be furnished within fifteen (15) days from the date of the Commission inquiry."

Furthermore, it also appears that The Phone Company is in violation of Rule 25-4.019, Florida Administrative Code, Records and Reports in General which states: "(1) Each utility shall furnish to the Commission at such times and in such form as the Commission may require, the results of any required tests and summaries of any required records." Therefore, staff will begin a proceeding before the Commission in which The Phone Company will be requested to Show Cause why it should not be fined.

Copies of the request letters are enclosed. Should you have any questions please feel free to contact Clayton Lewis at (850) 413-6578 or FAX (850) 413-6579.

Sincerely,



Don McDonald  
 U.S./Comm. Engineer Supervisor  
 Bureau of Service Evaluation

**Enclosures**

cc: Alan Taylor  
 Clayton Lewis  
 File: OTE/IXC Eval-97

# TEL-SAVE HOLDINGS, INC.

Attachment 14

Page 1

## FAX TRANSMISSION

To: Don McDonald

Company: U.S./Comm. Business SUPERVISOR

Telephone: 904-413-6600 Fax Number: \_\_\_\_\_

From: Manny DeMaio Telephone: 215 862-1249

Total Pages: 5 (including Cover Sheet) Date: \_\_\_\_\_

Message: \_\_\_\_\_

DAN WANT TO KNOW where to send  
the bags.

Any questions please call me.

**IMPORTANT:** This message is intended only for the addressee or entity to which it is addressed and may contain confidential information. If the reader of this message is not the intended recipient, or person responsible for delivering the message to the recipient, you are hereby notified that any copying or distribution of this document or message is strictly prohibited.

If you are the recipient of this document or message in error, please notify us immediately by telephone and destroy this facsimile. Thank You.

If all pages were not received or this document is illegible please call the sender at the number below.

Tel-Save Holdings, Inc.  
6805 Raven 202  
New Hope, PA 18938

General Telephone:	(215) 862-1900	Fax:	(215) 862-1515
Dan Berislow:	(215) 862-1903	Fax:	(215) 862-1083
Gary McColla:	(215) 862-1904	Fax:	(215) 862-1085
Joe Schmitz:	(215) 862-1805	Fax:	(215) 862-1085
Aloysius Law:	(215) 862-1082	Fax:	(215) 862-1085
John Thomas:	(215) 862-1082	Fax:	(215) 862-1083
Manny DeMaio:	(215) 862-1249	Fax:	(215) 862-1085
Edward Maynard:	(215) 862-1344	Fax:	(215) 862-1085

Attachment 14

RECEIVED: FLORIDA P&G  
ATTN: DIVISION OF CREDIT  
6000 PENNSYLVANIA AVE.  
SUITE 510  
TAMPA FL 33606-0070

ACCOUNT NUMBER: 000-0071-000  
ISSUE DATE: 08/20/97  
ISSUE TYPE: PAYABLE UPON RECEIPT  
PER RELATED AGREEMENT: 1 (000)-000-000  
PER SERVICE AGREEMENT: 1 (000)-000-000

**BALANCE BROUGHT FORWARD**

PREVIOUS BALANCE	0.00
PAYMENTS	0.00
ADJUSTMENTS	0.00
<b>BALANCE FORWAD</b>	<b>0.00</b>

0.00

**NEW CHARGES**

LONG DISTANCE CHARGE	040.00
OTHER CHARGE	0.00
FEDERAL TAX/INTEREST	04.01
ST/LOCAL TAX/INTEREST	04.13
<b>TOTAL NEW CHARGES</b>	<b>048.14</b>
<b>NEW BALANCE</b>	

048.14



**REMARKS** YOU CAN SAVE A PELL ON YOUR 000 SERVICE. SIMPLY CALL TEL-SAVE  
CUSTOMER SERVICE AT 800-800-0000 TO LEARN MORE.  
YOUR LONG DISTANCE SERVICE PROVIDER CONTINUES TO UTILIZE THE AT&T NETWORK  
TO CARRY YOUR CALLS.



0000 BELLEVUE 200  
NEW HAVEN PA 19000

-----  
PLEASE DETACH AND RETURN THIS PORTION WITH YOUR RECEIPT

LONG DISTANCE SERVICES PROVIDED BY  
NETWORK SERVICES

ISSUE DATE: 08/20/97

ISSUE NO: [REDACTED]

PLEASE WRITE YOUR ACCOUNT NUMBER (000-0071-000) ON YOUR CHECK  
MAKE CHECKS PAYABLE TO: PAYMENT CENTER

67877167307207000042142

FLORIDA P&G  
ATTN: DIVISION OF CREDIT  
6000 PENNSYLVANIA AVE  
SUITE 510  
TAMPA FL 33606-0070

PAYMENT CENTER  
DEPT 0100  
PO BOX 10000  
DETROIT, MI 48200-1010

NETWORK CALLER AND CALLS

Attachment 14

LINE	DATE	TIME	FROM	TO	CALLER	CALLS	RATE	AMOUNT
1	02/17/07	10:00AM	PLANT	TO	PLANT CITY	P	0.1	1.00
2	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	1.00
3	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	1.00
4	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	1.00
5	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	1.00
6	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	1.00
7	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	1.00
8	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	1.00
9	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	1.00
10	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	1.00
11	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	1.00
12	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	1.00
13	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	1.00
14	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	1.00
15	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	1.00
16	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	1.00
17	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	1.01
18	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	1.01
19	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	1.01
20	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	.75
21	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	.75
22	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	.75
23	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	.75
24	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	.75
25	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	.75
26	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	.75
27	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	.75
28	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	.75
29	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	.75
30	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	.75
31	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	.75
32	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	.75
33	02/17/07	10:00AM	PLANT CITY	TO	PLANT CITY	P	0.1	.75
34	02/17/07	10:00AM	TALLAHASSEE	TO	TALLAHASSEE	P	0.1	.75



LINE	DATE	TIME	FROM	TO	NUMBER	LOCATION	STATE	CHARGE	AMOUNT
00	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	2.0	.77
00	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	2.0	.77
07	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
08	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
09	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
10	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
11	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
12	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
13	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
14	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
15	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
16	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
17	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
18	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
19	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
20	02/17/97	1:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
21	02/17/97	2:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.1	.00
22	02/17/97	2:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.0	.04
23	02/17/97	2:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.0	.04
24	02/17/97	2:00PM	FROM	010	707-4000	PLANT CITY	FL		
			TO	004	400-0000	TALLAHASSEE	FL	1.0	.04

Attachment 14

TOTAL CARD 100-100-1001 040.00  
 TOTAL 1-800 ACCESS 042.00  
 TOTAL NETWORK CALLING CARD CALLS 040.00  
 NEW MESSAGES 040.00

28

Attachment 14

COLLECTOR ACCOUNT REPORT

ACCOUNT/AGENT	CALLS	MINUTES	CHARGES
1-800 ACCESS			
CODE 100 100-1001	04	119.0	48.00
TOTAL 1-800 ACCESS	04	119.0	48.00
TOTAL SERVICE CHARGES CODE CALLS	04	119.0	48.00
TOTAL SERVICE CHARGES	04	119.0	48.00
OTHER CHARGES/TAXES AND/OR SURCHARGES			
FEDERAL TAX AND/OR SURCHARGE			1.31
STATE TAX AND/OR SURCHARGE			4.10
TOTAL OTHER CHARGES/TAXES AND/OR SURCHARGES			5.41
TOTAL TAX CHARGES			5.41