

DOCKET NO. 001109-TI - WebNet  
Communications, Inc.

WITNESS: **Direct Testimony of Melinda Watts**  
Appearing On Behalf Of Staff

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DIRECT TESTIMONY OF MELINDA WATTS

1  
2 **Q. Please state your name and business address.**

3 A. My name is Melinda Watts. My business address is 2540 Shumard Oak  
4 Boulevard, Tallahassee, Florida, 32399.

5 **Q. Where are you employed and in what capacity?**

6 A. I am employed by the Florida Public Service Commission as an  
7 Engineer.

8 **Q. Please describe your educational background.**

9 A. I obtained a Bachelor of Science degree in Electrical Engineering  
10 from the University of Alabama in 1986.

11 **Q. What are your responsibilities in your current position?**

12 A. I conduct investigations of telecommunications companies to  
13 determine compliance with Florida rules and statutes and work with  
14 them as necessary to bring them into compliance.

15 **Q. Have you previously testified before the Commission?**

16 A. No.

17 **Q. What is the purpose of your testimony?**

18 A. The purpose is to present the results of staff's investigation  
19 into the unauthorized provider change complaints at issue in  
20 Docket No. 001109-TI.

21 **Q. Did WebNet Communications, Inc. (WebNet) violate any rules by**  
22 **changing a customer's local toll or toll provider without the**  
23 **customer's proper authorization?**

24 Yes, it violated Rule 25-4.118, F.A.C. This rule deals with  
25 changing a customer's local, local toll, and toll provider.

1 Q. How did staff make that determination?

2 A. On April 6, 2001, I generated a list of the complaints that had  
3 been closed by the Florida Public Service Commission's Division  
4 of Consumer Affairs as unauthorized carrier changes. Then I  
5 analyzed the documentation for each case file for compliance with  
6 the requirements of Rule 25-4.118, F.A.C. I have included Rule  
7 25-4.118, F.A.C., as part of my testimony and it is provided in  
8 Exhibit MW-1.

9 Q. How many unauthorized carrier changes, according to Rule 25-4.118,  
10 F.A.C., did staff determine and what were the specific violations  
11 for each unauthorized carrier change that WebNet had committed?

12 A. There were fifty-eight unauthorized carrier changes. Exhibit MW-2  
13 is a compilation of the 58 consumer complaint cases that staff  
14 determined to be violations of Rule 25-4.118, F.A.C. Exhibit MW-3  
15 identifies the specific violations of Rule 25-4.118, F.A.C. for  
16 each of the 58 complaints staff determined were rule violations.

17 Q. By what methods may a certificated interexchange company become  
18 a consumer's presubscribed local toll or toll service provider?

19 A. Rule 25-4.118, F.A.C., identifies five ways to effect a carrier  
20 change and they are as follows:

- 21 1. the customer calls the Local Exchange Company (or LEC) and
- 22 requests a particular carrier;
- 23 2. the customer calls the carrier of choice and requests its
- 24 services;
- 25 3. the customer signs a Letter of Agency (or LOA);

1 4. the customer responds affirmatively to a telephone  
2 solicitation; or

3 5. a provider has received a customer's change request and  
4 responds by mailing an information package with a postcard to be  
5 signed and returned by the customer.

6 Each method has specific requirements that must be met to  
7 ensure the prospective customer understands and desires the  
8 transaction.

9 **Q. In the 58 complaints at issue in this docket, what methods did**  
10 **WebNet use to obtain new customers?**

11 A. In all 58 cases, WebNet used telemarketers to contact prospective  
12 customers, followed by Third Party Verifications, or TPVs, as  
13 required by Rule 25-4.118(2)(c), F.A.C.

14 **Q. What requirements are placed on WebNet in this case?**

15 A. In accordance with Rule 25-4.118(9), F.A.C., the telemarketer must  
16 first clearly disclose;

17 1. the identification of the company,

18 2. that the purpose of the call is to solicit a change of provider  
19 or providers,

20 3. that the provider will not be changed unless the customer  
21 authorizes it,

22 4. rates and charges,

23 5. deposit and billing practices, and

24 6. when charging for a call begins and ends.

25 Rule 25-4.118(4), F.A.C., requires that oral statements made



1 during the company's solicitation may not be deceptive or  
2 misleading. It has to be readily apparent to the prospective  
3 customer making the oral authorization that the purpose of the  
4 company's call was to authorize a provider change, who the  
5 provider is, that the customer's selection would only apply to the  
6 number or numbers given and that there could only be one provider  
7 for that number, and that the LEC may charge a fee to switch  
8 providers.

9         Once the telemarketer has determined that the customer  
10 wishes to subscribe to the services offered, he must then transfer  
11 the customer to an independent, unaffiliated third party verifier.  
12 The third party verifier must first obtain the customer's consent  
13 to record the call as required by Rule 25-4.118(2)(c)1., F.A.C.,  
14 then obtain an audio recording, which WebNet must retain for one  
15 year, that includes the following information defined by Rule 25-  
16 4.118(3)(a)1.-5., F.A.C., each separately stated;

- 17 1. the billing name, address, and each phone number to be changed,
- 18 2. statement clearly identifying the certificated name of the
- 19 provider and the service the customer wishes to subscribe to,
- 20 3. statement that the person requesting the change is authorized
- 21 to do so in accordance with Rule 25-4.118(1), F.A.C.,
- 22 4. statement that the change will only apply to the number on the
- 23 request and that there must only be one presubscribed local, one
- 24 presubscribed local toll, and one presubscribed toll provider for
- 25 each number, and

1 5. statement that the LEC may charge a fee for each provider  
2 change.

3 In addition to the above, Rule 25-4.118(10) requires that  
4 during telemarketing and verification, no misleading or deceptive  
5 references may be made while soliciting for subscribers.

6 Q. Did WebNet provide a copy of its recorded Third Party  
7 Verification, or TPV, for each of the 58 complaints at issue in  
8 this docket?

9 A. No.

10 Q. For how many of the 58 complaints at issue in this docket did  
11 WebNet submit a TPV?

12 A. WebNet submitted TPVs for 38 of the complaints.

13 Q. Is WebNet in violation of Rule 25-4.118(6), F.A.C., for the 20  
14 complaints it did not provide TPVs for by failing to maintain the  
15 TPVs, for one year, that are required as proof that the provider  
16 change was duly authorized?

17 A. Yes. In each of the 20 cases for which WebNet failed to submit  
18 a TPV, its response to the complaints indicated that the third  
19 party verification process was completed.

20 Q. Of the 38 TPVs submitted by WebNet as proof that the provider  
21 changes for each respective complaint was properly authorized, how  
22 many fully satisfied the requirements of Rule 25-4.118, F.A.C.?

23 A. None were in full compliance. For each complaint, the specific  
24 requirements of Rule 25-4.118, F.A.C., that were not met by WebNet  
25 are identified in Exhibit MW-3.

1 Q. How many of the 38 TPVs submitted by WebNet include the verifier  
2 asking for the customer's billing name and receiving a valid  
3 response in accordance with Rule 25-4.118(3)(a)1, F.A.C.?  
4 A. None specifically ask for the "billing" name. In 32 of the TPVs  
5 submitted by WebNet, the automated voice states, "At the tone,  
6 state your name as you would like it to appear on your \$100 check.  
7 Spell, if necessary." In the other six, the automated voice  
8 states, "Please confirm your selection of WebNet Communications  
9 to be your long distance and local long distance provider by  
10 stating your name at the tone."  
11 Q. Did all of the prospective customers provide a legitimate  
12 response?  
13 A. No. The names given on two of the TPVs appear to be  
14 unintelligible. On one TPV, the prospective customer gave a first  
15 name only, and on another, the prospective customer spelled out  
16 a phrase instead of giving a name.  
17 Q. How many of the 38 TPVs submitted by WebNet do not contain a  
18 proper billing address in accordance with Rule 25-4.118(3)(a)1.,  
19 F.A.C.?  
20 A. Three. In one, only a city is given for the address. In another,  
21 no city is given. In the last one, only a series of numbers is  
22 given for the address.  
23 Q. How many of the 38 TPVs submitted by WebNet include the phone  
24 number or numbers to be changed in accordance with Rule 25-  
25 4.118(3)(a)1., F.A.C.?

1 A. None of the 38 TPVs included a phone number.

2 Q. How many of the 38 TPVs submitted by WebNet clearly stated the  
3 company's certificated name, which is WebNet Communications, Inc.,  
4 in accordance with Rule 25-4.118(3)(a)2., F.A.C.?

5 A. Six say "WebNet Communications." The other 32 say "WebNet."

6 Q. How many of the 38 TPVs submitted by WebNet do not clearly  
7 identify the service being subscribed to in accordance with Rule  
8 25-4.118(3)(a)2., F.A.C.?

9 A. Twelve. Thirty-two of the 38 TPVs begin with an automated voice  
10 that states, "Thank you for choosing WebNet as your long distance  
11 provider." However, documentation in the case files clearly  
12 indicate that in 12 cases, the local long distance was switched  
13 as well. Therefore, in at least those 12 cases, the services  
14 being subscribed to were not clearly identified.

15 Q. How many of the 38 TPVs submitted by WebNet included verification  
16 that the person being solicited was authorized to request the  
17 change in accordance with Rule 25-4.118(3)(a)3., F.A.C.?

18 A. Six.

19 Q. How many of the 38 TPVs submitted by WebNet included the statement  
20 that the change request would only apply to the number on the  
21 request as required by Rule 25-4.118(3)(a)4., F.A.C.?

22 A. None.

23 Q. How many of the 38 TPVs submitted by WebNet included the statement  
24 that there could only be one presubscribed local, one  
25 presubscribed local toll, and one presubscribed toll provider for

1 each number in accordance with Rule 25-4.118(3)(a)4., F.A.C.?

2 A. None.

3 Q. How many of the 38 TPVs submitted by WebNet contained the

4 statement that the Local Exchange Company, or LEC, may charge a

5 fee for each provider change?

6 A. Six.

7 Q. Rule 25-4.118(4), F.A.C., requires that the oral statements made

8 during the oral authorization not be misleading or deceptive. It

9 goes on to state that by "misleading or deceptive," it means that

10 it would not be readily apparent to the person providing the oral

11 authorization what the purpose of the call is, who the provider

12 is, or that the selection would only apply to the number given,

13 there could only be one provider for that number, and the LEC

14 might charge a fee for the change. How many of the 38 TPVs

15 submitted by WebNet clearly communicate to the prospective

16 customer that the purpose of the call is to authorize a provider

17 change in accordance with Rule 25-4.118(4)?

18 A. All of the TPVs indicate a provider change. As I previously

19 mentioned, thirty-two begin by stating, "Thank you for choosing

20 WebNet as your long distance provider." In at least 12 of these

21 cases, however, the person's local long distance provider was also

22 changed, and that purpose is not stated on these TPVs. In spite

23 of the language on these TPVs, four persons indicated that they

24 did not understand that the purpose of the verification was to

25 change their service.

1           On the remaining six TPVs, the purpose of the call is to  
2       change the person's local long distance and long distance  
3       providers is clearly stated. Although the complainants in these  
4       cases stated that they did not authorize the change, they did not  
5       express confusion over the purpose of the call.

6   **Q.   How many of the 38 TPVs submitted by WebNet clearly communicate**  
7       **to the prospective customer who the provider is?**

8   A.   All of the 38 TPVs state that the person is choosing WebNet as the  
9       provider. However, on one TPV, the person can be heard asking  
10      what the name of the company is after she provided her name.  
11      Since the TPV system used is automated, she never received a  
12      response.

13   **Q.   How many of the 38 TPVs submitted by WebNet clearly communicate**  
14       **to the prospective customer that the selection would only apply**  
15       **to the number given, there could only be one provider for that**  
16       **number, and the LEC might charge a fee for the change?**

17   A.   None of the TPVs submitted by WebNet state that the selection  
18       would only apply to the number given and that there could only be  
19       one provider for that number. Six of the TPVs state that the LEC  
20       might charge a fee for the change.

21   **Q.   Rule 25-4.118(9), F.A.C., requires that the company provide**  
22       **certain disclosures when soliciting a change of service from a**  
23       **customer. While some of these disclosure requirements are**  
24       **mirrored in Rule 25-4.118(4), F.A.C., pertaining to misleading or**  
25       **deceptive statements made during solicitation, the disclosure**

1 requirements of this section are mandatory disclosures that must  
2 be made to the prospective customer during the sales solicitation.  
3 In the 58 complaints at issue in this docket, how many  
4 complainants indicated that they were not given the proper  
5 identification of the company as required by Rule 25-24.118(9)(a),  
6 F.A.C.?

7 A. Four. Two stated that no company name was mentioned, one stated  
8 the telemarketer claimed to be calling on behalf of Sprint, and  
9 on one TPV the person can be heard asking who the company is,  
10 indicating that the company did not give prior proper  
11 identification during the solicitation.

12 Q. In the 58 complaints at issue in this docket, how many  
13 complainants indicated that they were not aware that the purpose  
14 of the call was to change the provider of the customer as required  
15 by Rule 25-4.118(9)(b), F.A.C.?

16 A. Three of the complainants who stated that they received a  
17 solicitation call thought that they had won something or were only  
18 giving their name and address so that they could receive a \$100  
19 check.

20 Q. In the 58 complaints at issue in this docket, how many  
21 complainants indicated that they were informed that the provider  
22 would not be changed unless the customer authorized it as required  
23 by Rule 25-4.118(9)(c), F.A.C.?

24 A. None indicated that they were informed of this. However, 34  
25 complainants specifically stated that they did not authorize a

1 provider switch, two agreed to switch at the low, erroneous rates  
2 offered by the telemarketer, two only meant to accept the \$100  
3 check, five stated that they only wanted more information about  
4 the company and/or the \$100 check, one agreed to switch long  
5 distance providers only, two were authorized by minor children in  
6 the household, five stated they were never contacted by the  
7 company, and one man heard the TPV with his wife giving the  
8 information, but did not indicate whether she was aware she was  
9 authorizing a provider change.

10 Q. In the 58 complaints at issue in this docket, how many  
11 complainants indicated that they were given the correct  
12 information about the company's rates, charges and policies as  
13 required by Rule 25-4.118(9)(d), F.A.C.?

14 A. Not all of the complainants mentioned the rates. Of the ones that  
15 did, one person stated she wasn't given any rates, three stated  
16 they were given the wrong rates, and six expressed surprise at the  
17 rates when they received their bills.

18 Q. Rule 25-4.118(10), F.A.C., requires that no deceptive or  
19 misleading references be made while soliciting for subscribers,  
20 whether during the telemarketing or verification. In the analysis  
21 of the 58 complaints at issue in this docket, how many apparent  
22 violations of this rule did staff determine, and what were they?

23 A. There are four categories of misleading or deceptive statements  
24 that are documented in the complaint case files. These are:  
25 statements pertaining to the offer of a \$100 check; statements



1 about the company's rates; identification of the company; and  
2 statements on how to obtain more information.

3 One complainant stated he was simply offered a \$100 check.  
4 Others were asked if they would switch if they were given a \$100  
5 check, but were not aware that they were actually agreeing to  
6 switch. Two customers contacted the company about the check and  
7 were informed that they wouldn't actually get a check, but would  
8 get \$100 credit after several months continuous service. This  
9 condition was apparently not mentioned during the telemarketing  
10 or verification. Six customers clearly expected to receive a  
11 check, but the complaint records indicate that only three  
12 customers actually received \$100 checks, and only after the  
13 company was instructed by FPSC staff to issue the checks as it had  
14 promised in its telemarketing call.

15 Three customers stated that they were misled about the  
16 company's rates, and six more expressed surprise at the rates that  
17 were on their first bill, indicating that they, too, were misled  
18 about the company's rates. One complainant stated that no rates  
19 were given.

20 One person stated that the telemarketer identified the  
21 company as Sprint.

22 Three complainants were told to say "yes" or press "1" to  
23 obtain more information, but were instead put through the  
24 verification process.

25 Q. Rule 25-4.118(11), F.A.C., states that the company must provide

1 the customer a copy of the authorization it relies upon in  
2 submitting the change request within 15 calendar days of the  
3 request. Of the 58 complaints at issue in this docket, how many  
4 complainants reported requesting a copy of WebNet's authorization  
5 and how many reported receiving it from WebNet within 15 calendars  
6 days of the request?

7 A. Two complainants reported requesting a copy of the company's  
8 authorization. Neither received it.

9 Q. Rule 25-4.118(12), F.A.C., requires each company to have a toll-  
10 free number for handling unauthorized provider change complaints.  
11 This number may be different from the toll-free customer service  
12 number for all other complaints and inquiries. If the number is  
13 a separate toll-free number, it must be provided to new customers  
14 in the first bill. In the analysis of the 58 complaints that are  
15 at issue in this docket, does it appear that WebNet is in  
16 compliance with this rule?

17 A. No. All of the bills submitted by complainants only had the  
18 number for the billing company, ILD Teleservices, Inc. As this  
19 was not the correct number for slamming complaints, they were  
20 given another toll-free number to call. The number they were  
21 given belongs to WebNet. This is the number that should have been  
22 listed on the customer's first bill. There is no indication that  
23 WebNet's toll-free number was supplied as part of an information  
24 package mailed to customers.

25 Q. Rule 25-4.118(12), F.A.C., also requires that 95% of all call

1 attempts to the toll-free number for reporting unauthorized  
2 carrier change complaints be transferred to a live attendant or  
3 recording device prepared to give assistance within 60 seconds of  
4 the last digit being dialed. In the analysis of the 58 complaints  
5 that are at issue in this docket, does it appear that WebNet is  
6 in compliance with this rule?

7 A. No. Five complainants reported not being able to get through to  
8 the toll-free number (whether ILD Teleservices, Inc. or WebNet  
9 being immaterial) on multiple attempts. Not every complainant  
10 reported attempting to contact the company, but, assuming that all  
11 58 complainants did attempt one call, then at best only 91% of all  
12 call attempts were completed  $((58-5)/58 = 91\%)$ .

13 Q. Does this complete your testimony?

14 A. Yes.

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EXHIBIT NO. MW-1

DOCKET NO. 001109-TI

WITNESS: Melinda Watts

PARTY: Florida Public Service Commission

DESCRIPTION: Rule 25-4.118, Florida  
Administrative Code, Local, Local Toll, or Toll  
Provider Selection

PROFFERING PARTY: STAFF

I.D.#MW-1

**25-4.118 Local, Local Toll, or Toll Provider Selection.**

(1) The provider of a customer shall not be changed without the customer's authorization. The customer or other authorized person may change the residential service. For the purposes of this section, the term "other authorized person" shall mean a person 18 years of age or older within the same household. The person designated as the contact for the local telecommunications company, an officer of the company, or the owner of the company is the person authorized to change business service. A LEC shall accept a provider change request by telephone call or letter directly from its customers; or

(2) A LEC shall accept a change request from a certificated LP or IXC acting on behalf of the customer. A certificated LP or IXC shall submit a change request only if it has first certified to the LEC that at least one of the following actions has occurred:

(a) The provider has a letter of agency (LOA), as described in (3), from the customer requesting the change;

(b) The provider has received a customer-initiated call, and beginning six months after the effective date of this rule has obtained the following:

1. The information set forth in (3)(a)1. through 5.; and
2. Verification data including at least one of the following:
  - a. The customer's date of birth;
  - b. The last four digits of the customer's social security number; or
  - c. The customer's mother's maiden name.

(c) A firm that is independent and unaffiliated with the provider claiming the subscriber has verified the customer's requested change by obtaining the following:

1. The customer's consent to record the requested change or the customer has been notified that the call will be recorded; and
2. Beginning six months after the effective date of this rule an audio recording of the information stated in subsection (3)(a)1. through 5.; or

(d) 1. The provider has received a customer's change request, and has responded by mailing an informational package that shall include the following:

- a. A notice that the information is being sent to confirm that a customer's request to change the customer's telecommunications provider was obtained;
- b. A description of any terms, conditions, or charges that will be incurred;
- c. The name, address, and telephone number of both the customer and the soliciting company;
- d. A postcard which the customer can use to confirm a change request;
- e. A clear statement that the customer's local, local toll, or toll provider will be changed to the soliciting company only if the customer signs and returns the postcard confirming the change; and
- f. A notice that the customer may contact by writing the Commission's Division of Consumer Affairs, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, or by calling, toll-free (TDD & Voice) 1-800-342-3552, for consumer complaints.

2. The soliciting company shall submit the change request to the LP only if it has first received the postcard that must be signed by the customer.

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change;
6. Customer's signature and a statement that the customer's signature or endorsement on the document will result in a change of the customer's provider.

(b) The soliciting company's provider change fee statement, as described in (a)5. above, shall be legible, printed in boldface at least as large as any other text on the page, and located directly above the signature line.

(c) The soliciting company's provider change statement, as described in (a)6. above, shall be legible, printed in boldface at least as large as any other text on the page, and located directly below the signature line.

(4) The LOA shall not be combined with inducements of any kind on the same document. The document as a whole must not be misleading or deceptive. For purposes of this rule, the terms "misleading or deceptive" mean that, because of the style, format or content of the document or oral statements, it would not be readily apparent to the person signing the document or providing oral authorization that the purpose of the signature or the oral authorization was to authorize a provider change, or it would be unclear to the customer who the new provider would be; that the customer's selection would apply only to the number listed and there could only be one provider for that number; or that the customer's LP might charge a fee to switch service providers. If any part of the LOA is written in a language other than English, then it must contain all relevant information in each language. Notwithstanding the above, the LOA may be combined with checks that contain only the required LOA language as prescribed in subsection (3) of this section and the information necessary to make the check a negotiable instrument. The LOA check shall not contain any promotional language or material. The LOA check shall contain in easily readable, bold-face type on the front of the check, a notice that the consumer is authorizing a primary carrier change by signing the check. The LOA language shall be placed near the signature line on the back of the check.

(5) A prospective provider must have received the signed LOA before initiating the change.

(6) Information obtained under (2)(a) through (d) shall be maintained by the provider for a period of one year.

(7) Customer requests for other services, such as travel card service, do not constitute a provider change.

(8) Charges for unauthorized provider changes and all 1+ charges billed on behalf of the unauthorized provider for the first 30 days or first billing cycle, whichever is longer, shall be credited to the customer by the

company responsible for the error within 45 days of notification to the company by the customer, unless the claim is false. After the first 30 days up to 12 months, all 1+ charges over the rates of the preferred company will be credited to the customer by the company responsible for the error within 45 days of notification to the company by the customer, unless the claim is false. Upon notice from the customer of an unauthorized provider change, the LEC shall change the customer back, or to another company of the customer's choice. The change must be made within 24 hours excepting Saturday, Sunday, and holidays, in which case the change shall be made by the end of the next business day. The provisions of this subsection apply whether or not the change is deemed to be an unauthorized carrier change infraction under subsection (13).

(9) The company shall provide the following disclosures when soliciting a change in service from a customer:

(a) Identification of the company;

(b) That the purpose of the visit or call is to solicit a change of the provider of the customer;

(c) That the provider shall not be changed unless the customer authorizes the change; and

(d) All information as referenced in Rule 25-24.490(3).

(10) During telemarketing and verification, no misleading or deceptive references shall be made while soliciting for subscribers.

(11) A provider must provide the customer a copy of the authorization it relies upon in submitting the change request within 15 calendar days of request.

(12) Each provider shall maintain a toll-free number for accepting complaints regarding unauthorized provider changes, which may be separate from its other customer service numbers, and must be answered 24 hours a day, seven days a week. If the number is a separate toll-free number, beginning six months after the effective date of this rule new customers must be notified of the number in the information package provided to new customers or on their first bill. The number shall provide a live operator or shall record end user complaints made to the customer service number to answer incoming calls. A combination of live operators and recorders may be used. If a recorder is used, the company shall attempt to contact each complainant no later than the next business day following the date of recording and for three subsequent days unless the customer is reached. If the customer is not reached, the company shall send a letter to the customer's billing address informing the customer as to the best time the customer should call or provide an address to which correspondence should be sent to the company. Beginning six months after the effective date of this rule, a minimum of 95 percent of all call attempts shall be transferred by the system to a live attendant or recording device prepared to give immediate assistance within 60 seconds after the last digit of the telephone number listed as the customer service number for unauthorized provider change complaints was dialed; provided that if the call is completed within 15 seconds to an interactive, menu-driven, voice response unit, the 60-second answer time shall be measured from the point at which the customer selects a menu option to be connected to a live attendant. Station busies will not be counted as completed calls. The term "answer" as used in this subsection means more than an acknowledgment that the customer is waiting on the line. It shall mean the provider is ready to render assistance or accept the information necessary to process the call.

(13){a} A company shall not be deemed to have committed an unauthorized carrier change infraction if the company, including its agents and contractors, did the following:

1. Followed the procedures required under subsection (2) with respect to the person requesting the change;

2. Followed these procedures in good faith; and

3. Complied with the credit procedures of subsection (8).

(b) In determining whether fines or other remedies are appropriate for an unauthorized carrier change infraction, the Commission shall consider the actions taken by the company to mitigate or undo the effects of the unauthorized change. These actions include but are not limited to whether the company, including its agents and contractors:

1. Followed the procedures required under subsection (2) with respect to the person requesting the change in good faith;

2. Complied with the credit procedures of subsection (8);

3. Took prompt action in response to the unauthorized change;

4. Reported to the Commission any unusual circumstances that might have adversely affected customers such as system errors or inappropriate marketing practices that resulted in unauthorized changes and the remedial action taken;

5. Reported any unauthorized provider changes concurrently affecting a large number of customers; or

6. Took other corrective action to remedy the unauthorized change appropriate under the circumstances.

**Specific Authority 350.127(2) F.S.**

**Law Implemented 364.01, 364.03, 364.19, 364.285 F.S.**

**History: New 3-4-92, Amended 5-31-95, 7-20-98, 12/28/98.**



EXHIBIT NO. MW-2

DOCKET NO. 001109-TI

WITNESS: Melinda Watts

PARTY: Florida Public Service Commission

DESCRIPTION: Consumer Complaint Forms

PROFFERING PARTY: STAFF

I.D.#MW-2

Request No. 315508T

Name RICE , PAULA MS.

Business Name

<b>Consumer Information</b>  Name: PAULA RICE  Business Name:  Svc Address: 424 LAKESHORE DRIVE   County: Saint Johns      Phone: (904)-824-3352  City/Zip: Saint Augustine      / 32095-  Account Number:  Caller's Name: PAULA      RICE  Mailing Address: 424 LAKESHORE DRIVE   City/Zip: SAINT AUGUSTINE , FL 32095-  Can Be Reached:	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: RANDY ROLAND Entered By: NCHESTER Date: 04/24/2000 Time: 13:07 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:  Supmntl Rpt Req'd:    /    / Certified Letter Sent:    /    / Certified Letter Rec'd:    /    /  Closed by:    RR Date: 07/24/2000 Closeout Type:    LS-13 Apparent Rule Violation: Y
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen315508T Response Needed From Company?    Y Date Due: 05/09/2000 Fax: 6W1,703-714-1330	
	Interim Report Received:    /    /  Reply Received: 05/22/2000 Reply Received Timely/Late: L Informal Conf.: N	

Customer states that she was switched from Sprint to Webnet without authorization or request. Customer states she has not returned to her carrier of choice, but has been advised to do so. Customer states that she has a "PICC Freeze" block on her line. Customer also states that she will be investigating her computer line to check for slamming. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Nekey Chester

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

5/22/2000 - Company response received via US mail.pjohnson

**ORIGINAL**

Request No. 315508T

Name RICE , PAULA MS.

Business Name

PAGE NO: 1

07/24/2000: Company's response indicates that customer authorized the switch and that request for service confirmed by third party verification. Company issued refund of \$29.89. Company did not provide copy of verification tape. Closing as slamming infraction. Sending slamming letter to customer. RRoland

Request No. 315508T

Name RICE , PAULA MS.

Business Name

PAGE NO: 2

STATE OF FLORIDA

Page 3 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

July 26, 2000

ORIGINAL

Paula Rice  
424 Lakeshore Drive  
Saint Augustine, Florida 32095

Re: 315508T

Dear Ms. Rice:

This is a follow-up to your recent inquiry concerning the switch of your long distance service to Webnet Communications. I understand your concerns. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) the long distance company has on hand a ballot or letter from the customer, or other authorized person, requesting such a change; or*
- (b) the company has received a call from the customer and has obtained specific information ensuring that the caller is authorized to change companies, understands the nature of the change being requested, and is aware of any fees that may be charged; or*
- (c) the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company and the verifying firm has provided a copy of the audio taped verification; or*
- (d) the company has received a customer request to change his long distance company and has responded by mailing an information package that includes a prepaid, returnable postcard. The company may process the change order only if the customer signs the postcard, confirming the change, and returns it to the company.*

The company reports that the request for service was confirmed by a third party verification company. The PSC requested a copy of the verification tape, but Webnet Communications did not honor the request. As a result, it appears that the company is in apparent violation of PSC rules.

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www2.scri.net/psc](http://www2.scri.net/psc)

Internet E-mail [CONTACT@PSC.STATE.FL.US](mailto:CONTACT@PSC.STATE.FL.US)

ORIGINAL

Paula Rice  
Page 2  
July 26, 2000

In addition, the company reports that they issued you a refund of \$29.89.


Thank you for bringing this matter to our attention. You may be interested to know that you are not alone. The PSC receives more inquiries about unauthorized telephone company switches, or "slamming," than any other issue. As a result of testimony by citizens at hearings conducted around the state, the PSC has implemented some of the most stringent anti-slamming rules in the nation. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid being slammed in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "No Sales Solicitation Calls" list. This is an alternative way to reduce intrusion into residential telephone privacy. You may also call your local telephone company and request a "PC (preferred carrier) Freeze." This will prohibit future changes to your account without your written authorization.

If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. However, these numbers may not identify companies who resell the phone services of other long distance companies.

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at (850)413-6755

Sincerely,



Randy Roland  
Regulatory Specialist

Enclosures (2)

cc: Webnet Communication

Request No. 315508TName RICE, PAULA MS.

Business Name \_\_\_\_\_

<b>Consumer Information</b> Name: <b>PAULA RICE</b> Business Name: Svc Address: <b>424 LAKESHORE DRIVE</b>  County: <b>Saint Johns</b> Phone: <b>(904)-824-3352</b> City/Zip: <b>Saint Augustine / 32095-</b> Account Number: Caller's Name: <b>PAULA RICE</b> Mailing Address: <b>424 LAKESHORE DRIVE</b>  City/Zip: <b>SAINT AUGUSTINE, FL 32095-</b> Can Be Reached:	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b> Assigned To: <b>RANDY ROLAND</b> Entered By: <b>NCHESTER</b> Date: <b>04/24/2000</b> Time: <b>13:07</b> Via: <b>PHONE</b>
	<b>Utility Information</b> Company: <b>WEBNET COMMUNICATIONS, INC.</b> Attn: <b>Patrick Allen315508T</b> Response Needed From Company? <b>Y</b> Date Due: <b>05/09/2000</b>	Prelim Type: <b>SLAMMING</b> PO: Suppnl Rpt Req'd: <b>/ /</b> Certified letter Sent: <b>/ /</b> Certified Letter Rec'd: <b>/ /</b>
	Interim Report Received: <b>/ /</b> Reply Received: <b>/ /</b> Reply Received Timely/Late: Informal Conf.: <b>N</b>	Closed by: Date: <b>/ /</b> Closeout Type: Apparent Rule Violation:

Customer states that she was switched from Sprint to Webnet without authorization or request. Customer states she has not returned to her carrier of choice, but has been advised to do so. Customer states that she has a "PICC Freeze" block on her line. Customer also states that she will be investigating her computer line to check for slamming. Please investigate this matter, contact the customer and provide the FL Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Nekey Chester

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 315508TName RICE, PAULA MS.

Business Name \_\_\_\_\_

**ORIGINAL**

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

Page 6 of 659

5/9/2000

AY TO THE **Paula Rice** \$ \*\*29.89  
RDER OF

Twenty-Nine and 89/100\*\*\*\*\*

DOLLARS  
Security features  
included.  
Details on back.

**Paula Rice**  
**424 Lakeshore Dr.**  
**St. Augustine, FL 32095**

MEMO **904-824-3352**

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .



WEBNET COMMUNICA  
**Paula Rice**  
**Refunds**

5/9/2000

1173

29.89

ORIGINAL

Checking - Fidelity **904-824-3352**

29.89

## The Helein Law Group, P.C.

8180 Greensboro Drive  
McLean, VA 22102

(703) 714-1300 (Telephone)  
(703) 714-1330 (Facsimile)  
mail@helein.com

Management Consulting Group  
Global Telecompetition Consultants, Inc. (GTC)  
(703) 714-1320 (Telephone)

Writer's Direct Dial Number

(703) 714-1300

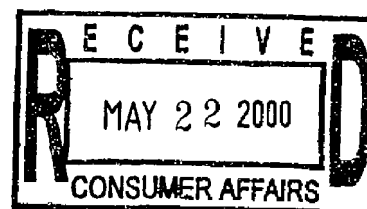
Writer's Email Address

mail@helein.com

May 16, 2000

### VIA FIRST CLASS MAIL

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



**Re: Paula Rice**  
**Request No. 315508T**

Dear Mr. Roland:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Paula Rice ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$29.89. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

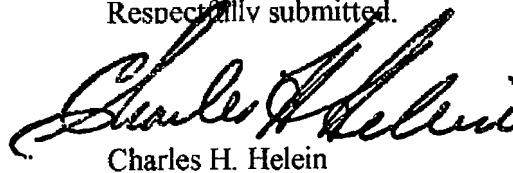


**ORIGIN**

Mr. Randy Roland  
May 16, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Charles H. Helein

Enclosures

cc: Paula Rice  
424 Lakeshore Drive  
St. Augustine, FL 32095

Request No. 322032T

Name PERKINS ,BETTY JO MS

Business Name

**Consumer Information**

Name: BETTY JO PERKINS

Business Name:

Svc Address: 1745 GOLFVIEW DR

County: Brevard Phone: (321)-264-7359

City/Zip: Titusville / 32780-

Account Number:

Caller's Name: JOHN GERAGHTY

Mailing Address: 1745 GOLFVIEW DR

City/Zip: Titusville ,FL 32780-

Can Be Reached: (321)-264-7359

**Florida Public Service  
Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Patrick Allen322032T

Response Needed From Company? Y

Date Due: 07/17/2000

Fax: 6W1,202-965-3987

Interim Report Received: / /

Reply Received: 07/05/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: TARRAH GORDON

Entered By: KBALDWIN

Date: 06/23/2000

Time: 15:42

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: 09/07/2000

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 10/06/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Customer called to complain his local long distance carrier has been switched from BellSouth - Area Plus to WebNet without authorization. Customer says he has been billed by WebNet in the amount of \$78.60 and the customer is disputing the full amount. Customer says he never authorized WebNet to switch his service, nor to bill him for any of their services. His local long distance carrier of choice is BellSouth - Area Plus calling plan.

Customer says he received a solicitation call from WebNet and the representative asked him, if he would like a check for \$100. Customer says he answered the representative by saying, "Yes! Who wouldn't want \$100?" He says he was informed that his reply of "yes" was recorded and they replayed his reply only. When he requested that they replay the entire recording, the rep refused.

\*\*\*NOTE\*\*\*Correspondence has been received from the customer.

Request No. 322032T

Name PERKINS ,BETTY JO MS

Business Name

PAGE NO: 1

\* Please investigate this matter.

\* Provide the Commission with a detailed written report including an LOA or verification tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

\* Confirm the customer has been contacted regarding this matter.

Case taken by Kimberly Baldwin  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

07-05-2000 Report and verification CD received via U.S mail. VMcKay

09/07/2000 Reviewed report and third party verification. The verifier states, "Thank you for choosing WebNet as your long distance provider." It appears that the verifier states the customer should spell their name as they want it to appear on the \$100.00 check. Customer spells his name as John Geraghty. The verifier states the customer should say his address and birthdate. The customer gives the address and his date of birth as June 4, 1950.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

The company issued credit of \$56.48 to the account on June 28, 2000. The credit was sent in the form of a refund check. eplendl

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;

Request No. 322032T Name PERKINS ,BETTY JO MS Business Name

PAGE NO: 2

3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

The tape does not indicate the company name or the issue that the long distance service would be switched.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000.  
eplendl

10-05-2000 Reply received via US Mail. RLogan

10/06/2000 Reviewed report. Webnet also issued a credit of \$23.24 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles. The report advised that a copy of the refund check is included. However, a copy of this refund check was not included in the report to the PSC. A letter was sent to the customer. eplendl

10/06/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

ORIGINAL

Request No. 322032T Name PERKINS ,BETTY JO MS Business Name

PAGE NO: 3

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 9, 2000

Mr. John Geraghty  
Ms. Betty Jo Perkins  
1745 Golfview Drive  
Titusville, FL 32780

RE: 322032T

Dear Mr. Geraghty & Ms. Perkins:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$56.48 to the account on June 28, 2000. This credit was sent in the form of a reimbursement check. You should have already received this refund check. Webnet also issued a credit of \$23.24 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles.

---

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

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PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. John Geraghty

Page 2

October 9, 2000

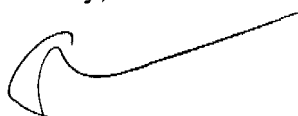
My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

001109-T1  
EXHIBIT MW-2  
Page 13 of 659

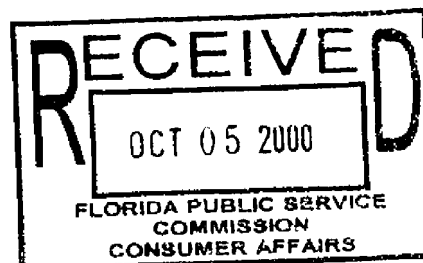


WebNet Communications, Inc.

October 3, 2000

VIA FIRST CLASS MAIL

Ms. Tarrah Gordon  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



*Re: - Betty Jo Perkins Ref# - 322032T*

Dear Ms. Tarrah Gordon:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Betty Jo Perkins ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$23.24. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

ORIGINAL

Ms. Tarrah Gordon  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Phillip Snowwhite  
8036 150th Ct. North  
Palm Beach Gardens, FL 33418

**ORIGINAL**





BETTY JO PERKINS

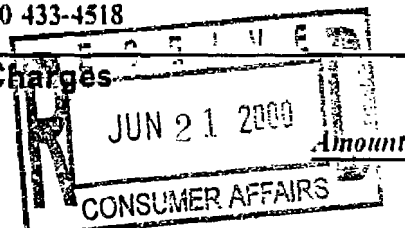
Page 16 of 659

Account Number: 321 264-7359 004 314

Bill Period Date: Jun 2, 2000

For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

## Detailed Statement of Charges

Itemized Calls (continued)Service Provider - WEBNET (continued)Direct Dialed Calls (continued)

Date	Place Called	Number Called	Rate*	Time	Min	Amount
29. 05/14	ORLANDO FL	407 275-5730	KD	08:31AM	34	7.14
30. 05/14	ORLANDO FL	407 249-1623	KD	09:26AM	9	1.89
31. 05/14	ORLANDO FL	407 249-1623	KD	12:48PM	5	1.05
32. 05/14	ORLANDO FL	407 249-1623	KD	12:54PM	1	.21
33. 05/14	ORLANDO FL	407 532-2637	KE	07:41PM	9	1.89
34. 05/15	ORLANDO FL	407 275-5730	KD	08:18AM	54	11.34
35. 05/15	DAYTONABCH FL	904 322-1189	KD	12:42PM	2	.42
36. 05/15	DAYTONABCH FL	904 763-1573	KD	12:44PM	1	.21
37. 05/15	SANFORD FL	407 402-5117	KD	02:33PM	1	.21
38. 05/15	ORLANDO FL	407 380-3318	KD	02:34PM	11	2.31
39. 05/15	WINTERPARK FL	407 679-2111	KD	03:30PM	1	.21
40. 05/15	WINTERPARK FL	407 679-2111	KD	04:19PM	18	3.78
41. 05/15	EASTORANGE FL	407 568-8197	KE	06:30PM	17	3.57
42. 05/16	ORLANDO FL	407 275-5730	KD	08:04AM	19	3.99
43. 05/16	ORLANDO FL	407 823-8547	KD	08:38AM	2	.42
Total Direct Dialed Calls .....						69.72
Total Itemized Calls .....						69.72

TaxesTaxes on Regulated Services

	Amount
44. Federal Tax .....	2.14
45. Florida Gross Receipts Surcharge .....	1.74
46. City Tax .....	5.00
Total Taxes on Regulated Services .....	8.88
Total Taxes .....	8.88

Total ILD Teleservices, Inc. Current Charges .....	78.60
--	-------

\* Taxes and Rates Applied - See Back of First Page

This portion of your bill is provided as a service to ILD Teleservices, Inc.

AV E041169



BETTY JO PERKINS

Account Number: 321 264-7359 004 314C

Bill Period Date: Jun 2, 2000



For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

**Detailed Statement of Charges****Itemized Calls**

Service Provider - WEBNET

**Direct Dialed Calls**

1-877-880-0160

Date	Place Called	Number Called	Rate*	Time	Min	Amount
1. 05/11	ORLANDO FL	407 888-3090	KN	07:25AM	1	.21
2. 05/11	ORLANDO FL	407 275-5730	KN	07:36AM	18	3.78
3. 05/11	SANFORD FL	407 330-4624	KD	12:58PM	1	.21
4. 05/11	ORLANDO FL	407 384-1350	KE	06:07PM	1	.21
5. 05/11	DAYTONABCH FL	904 322-1189	KE	06:09PM	2	.42
6. 05/11	ORLANDO FL	407 306-9568	KE	06:11PM	3	.63
7. 05/11	ORLANDO FL	407 497-3409	KE	06:33PM	1	.21
8. 05/11	WINTERPARK FL	407 679-2111	KE	06:34PM	1	.21
9. 05/11	ORLANDO FL	407 532-2637	KE	07:24PM	1	.21
10. 05/12	ORLANDO FL	407 275-5730	KN	07:52AM	26	5.46
11. 05/12	ORLANDO FL	407 716-5653	KD	11:04AM	3	.63
12. 05/12	ORLANDO FL	407 380-3318	KD	11:09AM	3	.63
13. 05/12	SANFORD FL	407 330-4624	KD	11:15AM	1	.21
14. 05/12	WINTERPARK FL	407 673-1356	KD	11:21AM	10	2.10
15. 05/12	WINTERPARK FL	407 679-2111	KD	12:10PM	1	.21
16. 05/12	ORLANDO FL	407 497-3409	KD	12:11PM	1	.21
17. 05/12	WINTERPARK FL	407 679-2111	KD	12:11PM	1	.21
18. 05/12	ORLANDO FL	407 497-3409	KD	12:20PM	6	1.26
19. 05/12	ORLANDO FL	407 497-3409	KD	12:35PM	2	.42
20. 05/12	WINTERPARK FL	407 673-1356	KD	12:37PM	3	.63
21. 05/12	WINTERPARK FL	407 679-2111	KD	12:39PM	1	.21
22. 05/12	WINTERPARK FL	407 679-2111	KD	12:40PM	2	.42
23. 05/12	ORLANDO FL	407 275-5730	KE	06:34PM	6	1.26
24. 05/12	SANFORD FL	407 330-4624	KE	06:55PM	1	.21
25. 05/12	DAYTONABCH FL	904 322-1189	KE	06:58PM	1	.21
26. 05/12	ORLANDO FL	407 384-1350	KE	06:59PM	1	.21
27. 05/13	ORLANDO FL	407 275-5730	KN	07:24AM	40	8.40
28. 05/13	ORLANDO FL	407 306-9568	KD	12:11PM	10	2.10

CHARGES  
1.15 per min  
ORIGINAL

\* Taxes and Rates Applied - See Back of First Page

AV E041169

(continued on back) ►

STATE OF FLORIDA

DOCKET No. 001109-T1  
EXHIBIT MW-2

Page 18 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 322032 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 6

\*\*\*\*\* -COMM. JOURNAL- \*\*\*\*\* DATE SEP-07-2000 \*\*\*\*\* TIME 11:23 \*\*\*\*\*

Page 19 of 659

MODE = BATCH TRANSMISSION

START=SEP-07 11:19 END=SEP-07 11:23

FILE NO. #083

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	B-OK	*	617037141330	006/006	BATCH

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* - 850 413 7294- \*\*\*\*\*  
**STATE OF FLORIDA**

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 322030 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webcast Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 6

ORIGINAL



Fax cats  
form +  
Bill wps. 322032T

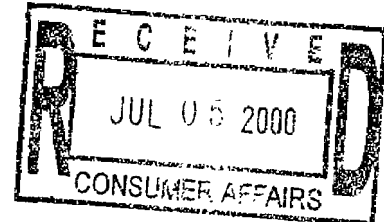
NO & RETURN

WebNet Communications, Inc.

June 30, 2000

**VIA FIRST CLASS MAIL**

Ms. Tarrah Gordon  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



**Re: Betty Jo Perkins  
Request No. 322032T**

Dear Ms. Gordon:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Betty Jo Perkins ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$56.48, switching fees of \$10.00 included in this refund. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

322032T

1367

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/811

6/28/2000

PAY TO THE ORDER OF **John Geraghty**

\$ \*\*56.48

Fifty-Six and 48/100\*\*\*\*\*

**John Geraghty**  
1745 Gulf U Dr.  
Titusville, FL 32780

DOLLARS  
Security features  
included.  
Details on back.

MEMO 321-264-7359

11"

WEBNET COMMUNICAT  
**John Geraghty**  
Refunds

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .



MP

6/28/2000

1367

56.48

Checking - Fidelity 321-264-7359

56.48

ORIGINAL



WebNet Communications, Inc.

June 30, 2000

**VIA FIRST CLASS MAIL**

Ms. Tarrah Gordon  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Betty Jo Perkins  
Request No. 322032T**

Dear Ms. Gordon:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Betty Jo Perkins ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

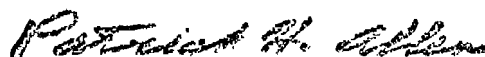
WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$56.48, switching fees of \$10.00 included in this refund. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

ORIGINAL

Ms. Tarrah Gordon  
June 30, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Betty Jo Perkins  
1745 Golfview Drive  
Titusville, FL 32780

ORIGINAL



HP OfficeJet  
Personal Printer/Fax/Copier

## Fax Log Report

Jun-27-00 08:16

<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
617037141330	OK	06	Sent	Jun-27	08:14	00:01:44	002582030022

13.0 2.8

JOHN GORAGHTY  
1745 GOLFVIEW DR  
TITUSVILLE, FL 32780  
HOME PHONE  
321-264-7359

Or Kay Douglas  
John after 3:30pm  
L/M 6-22 8:50AM  
Area plus w/ BellSouth

Call Backs

\$100 check - said yes  
asked for whole recording

7/2/00

STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 322032T

DATE: 6-27-00

TO: Patrick Allen

OFFICE/BUSINESS: WebNet Communications

FAX NUMBER: 703-714-1330

FROM: *DIVISION OF CONSUMER AFFAIRS*

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 6 ORIGINAL

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

Page 26 of 659

1367

6/28/2000

PAY TO THE ORDER OF **John Geraghty**

\$ \*\*56.48

**Fifty-Six and 48/100\*\*\*\*\***

**John Geraghty**  
**1745 Gulf U Dr.**  
**Titusville, FL 32780**

DOLLARS  
Security features  
included.  
Details on back.

MEMO **321-264-7359**

119.07(1)(z), Florida Statutes: Bank account numbers or debit, charge, or credit card numbers given to an agency for the purpose of payment of any fee or debt owing are confidential and exempt from subsection (1) and s.24(a), Art. 1 of the State Constitution . . .

*[Signature]*

WEBNET COMMUNICATIONS  
**John Geraghty**  
**Refunds**

6/28/2000 1367  
56.48

Checking - Fidelity 321-264-7359

56.48

ORIGINAL

Request No. 316051T

Name GITTINGS , GLEN MR.

Business Name

<b>Consumer Information</b>  Name: GLEN R GITTINGS  Business Name:  Svc Address: 3506 52ND AVENUE   County: Manatee      Phone: (941) -739-2049  City/Zip: Bradenton      / 34210-  Account Number:  Caller's Name: MARY L GITTINGS  Mailing Address: 3506 52ND AVENUE   City/Zip: Bradenton , FL 34210-  Can Be Reached:	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: NOELIA SANTIAGO Entered By: NCHESTER Date: 04/28/2000 Time: 08:46 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen316051T Response Needed From Company? Y Date Due: 05/15/2000 Fax: 6W1,703-714-1330	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / /  Reply Received: 05/22/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by: NJS Date: 07/12/2000 Closeout Type: LS-13 Apparent Rule Violation: Y

Customer states that she was switched from AT&T to LCI on April 15, 2000 without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Nekey Chester  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

**ORIGINAL**

5/22/2000 - Company response received via US mail.pjohnson

5/22/ 2000: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT A CREDIT IN THE AMOUNT OF \$10.00 WAS ISSUED

Request No. 316051T

Name GITTINGS , GLEN MR.

Business Name

PAGE NO: 1

Page 17 of 659

DOCKET No. 001109-11  
EXHIBIT MW-2

TO THE CUSTOMER'S ACCOUNT . NO THIRD PARTY VERIFICATION TAPE WAS PROVIDED OR AN LOA FORM TO CONFIRM THE SWITCH.

7/12/2000: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

**ORIGINAL**

Request No. 316051T

Name GITTINGS ,GLEN MR.

Business Name

PAGE NO: 2

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

July 20, 2000

12  
11  
10  
9  
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7  
6  
5  
4  
3  
2  
1

Mr. and Mrs. Glen R. Gittings  
3506 - 52nd Avenue  
Bradenton, FL 34210

**RE: FPSC Inquiry #316051T**

Dear Mr. and Mrs. Gittings:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to Webnet Communications, Inc. (Webnet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

ORIGINAL

Mr. and Mrs. Glen R. Gittings  
Page 2  
July 20, 2000

Since none of these conditions have been met, it appears that Webnet has violated PSC rules. As a result, we have charged this company with an apparent rule infraction. The company has issued a credit of \$10 to your account to cover the cost of switching back to your preferred company and to rerate the calls you were billed to the rate you would have paid your preferred company. This credit should appear within one or two billing cycles. If you do not see this credit on your telephone bill within the next two billing cycles, please contact me.

As information, the PSC has implemented some of the most stringent anti-slamming rules in the nation as a result of testimony provided by citizens at hearings the PSC held around the state. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by e-mail at nsantiago@psc.state.fl.us.

Sincerely,



Noelia J. Santiago  
Regulatory Specialist II  
Division of Consumer Affairs

NJS:ewe

# The Helein Law Group, P.C.

8180 Greensboro Drive  
McLean, VA 22102

(703) 714-1300 (Telephone)  
(703) 714-1330 (Facsimile)  
mail@helein.com

Management Consulting Group  
Global Telecompetition Consultants, Inc. (GTC)  
(703) 714-1320 (Telephone)

Writer's Direct Dial Number

(703) 714-1300

Writer's Email Address

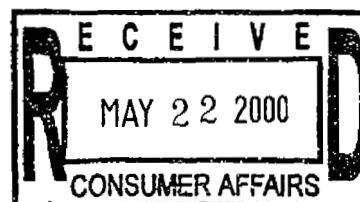
mail@helein.com

May 16, 2000

## VIA FIRST CLASS MAIL

Ms. Noelia Santiago  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Glen R. Gittings  
Request No. 316051T**



Dear Ms. Santiago:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Glen Gittings ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$10.00. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.



<b>Consumer Information</b>  Name: PHILLIP SNOWHITE  Business Name:  Svc Address: 8036 150TH CT NORTH   County: Palm Beach      Phone: (561)-747-1632  City/Zip: Palm Beach Gardens / 33418-  Account Number: Caller's Name: PHILLIP      SNOWHITE  Mailing Address: 8036 150TH CT NORTH   City/Zip: PALM BEACH GARDENS , FL 33418-  Can Be Reached:	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: TARRAH GORDON Entered By: RLOGAN Date: 05/02/2000 Time: 08:50 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen316385T  Response Needed From Company?    Y Date Due: 05/17/2000 Fax: 6W1,202-965-3987	Supmntl Rpt Req'd: 09/07/2000 Certified Letter Sent:    /    / Certified Letter Rec'd:    /    /
	Interim Report Received:    /    /  Reply Received: 05/22/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by:    MEP Date: 10/06/2000 Closeout Type:    LS-13 Apparent Rule Violation: Y

## SEE ATTACHED CORRESPONDENCE

Customer states that he was switched from AT&T to WebNet without authorization or request. Customer states he has returned to his carrier of choice. The customer is disputing the improperly billed charges on his bill totaling \$17.64.

Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Ray Logan  
FAX# 850-413-7168

Request No. 316385T      Name SNOWHITE , PHILLIP MR.      Business Name \_\_\_\_\_

PAGE NO:    1

5/22/2000 - Company response received via US mail.pjohnson

6/2/2000 Received another bill for \$12.61 for WebNet. He states that he thought this was canceled and they would stop sending bills. rlogan

09/07/2000 Reviewed report. There was no third party verification submitted.

The company issued credit of \$21.42 to the account on May 9, 2000. The credit was sent in the form of a refund check. eplendl

09/07/2000 FAX TO CO.

1) It appears that no verification tape was included with the company's report. If a valid verification is not submitted, then this inquiry is considered an unauthorized switch.

2) The customer states he is still receiving bills. Please cancel account immediately.

2) Due to the lack of verification cd or tape, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000. eplendl

10-05-2000 Reply received via US Mail. RLogan

10/06/2000 Reviewed report. Webnet aslo issued a credit of \$8.83 on October 3, 2000. The service was canceled on September 7, 2000. The report advised that a copy of the refund check is included. However, a copy of this refund check was not included in the report to the PSC. A letter was sent to the customer. eplendl

10/06/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

ORIGINAL

Request No. 316385T Name SNOWHITE , PHILLIP MR. Business Name

PAGE NO: 2

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 9, 2000

Mr. Phillip Snowwhite  
8036 150th Court North  
Palm Beach Gardens, FL 33418

RE: 316385T

Dear Mr. Snowwhite:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$21.42 to the account on May 9, 2000. The credit was sent in the form of a refund check. You should have already received this refund check. Webnet also issued a credit of \$8.83 on October 3, 2000. You should receive this refund check in one to two billing cycles. The service was canceled on September 7, 2000.

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. Phillip Snowwhite

Page 2

October 9, 2000

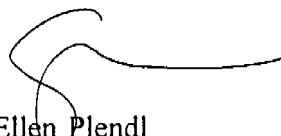
My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

ORIGINAL



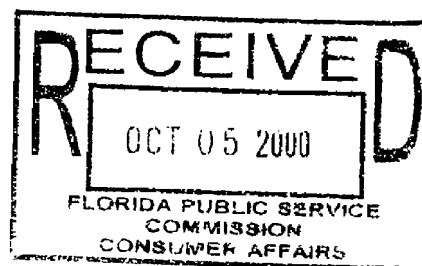
WebNet Communications, Inc.

October 3, 2000

**VIA FIRST CLASS MAIL**

Ms. Tarrah Gordon  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

***Re: - Phillip Snowwhite Ref# - 316385T***



Dear Ms. Tarrah Gordon:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Phillip Snowwhite ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$8.83. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on September 7, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

**ORIGINAL**

Ms. Tarrah Gordon  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Phillip Snowwhite  
8036 150th Ct. North  
Palm Beach Gardens, FL 33418

**ORIGINAL**

May 01 00 11:13a

Page 38 of 659

From AT&amp;T

Slamming

Telecommunications Inc.

PHILLIP SNOWHITE

Account Number: 561 747-1632 #14 045

Bill Period Date: Apr 22, 2000

Page 1

For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

**Detailed Statement of Charges**Itemized Calls

Service Provider - WEBNET

Direct Dialed Calls

1-800 511-0809

attention Ray

Amount

Date	Place Called	Number Called	Rate*	Time	Min	Amount
1. 04/14	STPETERSBG FL	727 360-0610	KD	08:58AM	1	.21
2. 04/14	STPETERSBG FL	727 360-0610	KD	03:04PM	11	2.31
3. 04/14	STPETERSBG FL	727 360-0610	KD	03:18PM	1	.21
4. 04/14	STPETERSBG FL	727 360-0610	KD	03:35PM	21	4.41
5. 04/14	STPETERSBG FL	727 360-0610	KE	06:52PM	9	1.09
6. 04/15	FORTPIERCE FL	561 467-2505	KD	12:59PM	1	.21
7. 04/15	FORTPIERCE FL	561 467-2505	KD	02:08PM	2	.42
8. 04/15	FORTPIERCE FL	561 467-2505	KD	02:18PM	1	.21
9. 04/16	FORTPIERCE FL	561 467-2505	KD	11:50AM	15	3.15
10. 04/17	STPETERSBG FL	727 360-0610	KD	08:03AM	9	1.89
11. 04/17	BOCA RATON FL	561 297-3531	KD	08:59AM	1	.21
12. 04/18	STPETERSBG FL	727 360-0610	KD	12:12PM	11	2.31
13. 04/19	STPETERSBG FL	727 360-0610	KD	10:01AM	1	.21
Total Direct Dialed Calls .....						17.64
Total Itemized Calls .....						17.64

Taxes

Taxes on Regulated Services

14. Federal Tax .....	.54
15. Florida Cross Receipts Surcharge .....	.44
16. County Tax .....	1.27
Total Taxes on Regulated Services .....	2.25
Total Taxes .....	2.25

Total ILD Teleservices, Inc. Current Charges ..... 19.89

P-04

May-03-00 09:02

ORIGINAL





PHILLIP SNOWHITE

Account Number: 561 747-1632 81+ 04

Bill Period Date: Apr 22, 2000

CURRENT CHARGES DUE BEFORE	AMOUNT OF LAST BILL	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
	\$57.61	\$57.61	\$0.00	\$59.58	\$59.58

### Important Notice(s)

**Late Charge Reminder:** A \$1.50 additional charge will apply to any unpaid balance as of May 22. If you incur a Late Payment Charge, an additional interest charge of 1.5% will also be applied to any unpaid balance.

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by \*\* on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2355.

attention Reay

80-2355.  
pages (15)

1800511 0809

(continued on page 2)

\*\*\*\*\* PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT. \*\*\*\*\*

**\*\*\*\* Your balance will appear on your next BellSouth MasterCard bill.**

CURRENT CHARGES DUE BEFORE	PAST DUE AMOUNT	TOTAL AMOUNT DUE	AMOUNT PAID
	\$0.00	\$59.58	*****

561 747-1632 814 0455

Apr 22, 2000

AV 0614 R66 EC508

7

**Check here if  
correspondence  
included.**

#050849

P.O. BOX 33009  
CHARLOTTE NC  
28243-0001

PHILLIP SNOWHITE  
8036 150TH CT N  
P BCH GDNS FL 33418-7349

[illegible]

From AT&amp;T

Slammina

PHILLIP SNOWHITE

Account Number: 561 747-1632 814 0451

Bill Period Date: Apr 22, 2000

Page 11

For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

## Detailed Statement of Charges

## Itemized Calls

Service Provider - WEBNET

## Direct Dialed Calls

1-800 511-0809

attention Ray

Amount

Date	Place Called	Number Called	Rate*	Time	Min	
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4. 04/14	STPETERSBG FL	727 360-0610	KD	03:35PM	21	4.41
5. 04/14	STPETERSBG FL	727 360-0610	KE	06:52PM	9	1.89
6. 04/15	FORTPIERCE FL	561 467-2505	KD	12:59PM	1	.21
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9. 04/16	FORTPIERCE FL	561 467-2505	KD	11:50AM	15	3.15
10. 04/17	STPETERSBG FL	727 360-0610	KD	08:03AM	9	1.89
11. 04/17	BOCA RATON FL	561 297-3531	KD	08:59AM	1	.21
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13. 04/19	STPETERSBG FL	727 360-0610	KD	10:01AM	1	.21
Total Direct Dialed Calls .....						17.64
Total Itemized Calls .....						17.64

## Taxes

## Taxes on Regulated Services

14. Federal Tax .....	.54
15. Florida Gross Receipts Surcharge .....	.44
16. County Tax .....	1.27
Total Taxes on Regulated Services .....	2.25
Total Taxes .....	2.25

Total ILD Teleservices, Inc. Current Charges ..... 19.89

ORIGINAL

STATE OF FLORIDA

DOCKET No. 001109-TL  
EXHIBIT MW-2

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Page 42 of 659

**Public Service Commission**

**FACSIMILE TRANSMITTAL COVER SHEET**

RE: Inquiry # 316385 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 7

Request No. 316789T

Name PALMETER ,DOUG MR.

Business Name

**Consumer Information**

Name: DOUG PALMETER

Business Name:

Svc Address: 741 PARK AVE #212

County: Clay

Phone: (904)-278-4986

City/Zip: Orange Park / 32073-

Account Number:

Caller's Name: CINDY PALMETER

Mailing Address: 741 PARK AVE #212

City/Zip: ORANGE PARK ,FL 32073-

Can Be Reached: (904)-278-4986

**Florida Public Service  
Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Patrick Allen316789T

Response Needed From Company? Y

Date Due: 05/19/2000

Fax: 6W1,202-965-3987

Interim Report Received: / /

Reply Received: 05/30/2000

Reply Received Timely/Late: L

Informal Conf.: N

**PSC Information**

Assigned To: RANDY ROLAND

Entered By: KBALDWIN

Date: 05/04/2000

Time: 15:24

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: RR

Date: 08/28/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Customer states that she was switched from AT&T to WebNet without authorization or request. Customer states that she heard a recording of her husband speaking with the company under the impression that he had won and was accepting a calling card offered through a sweepstakes. Customer says the recording never informed her husband that his long distance would be changed whatsoever. Customer states she has returned to his carrier of choice. Customer says AT&T has already credited their account due to the slamming.

Please investigate this matter, contact the customer and provide the Florida Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees.

Case taken by KBaldwin

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

**ORIGINAL**

Request No. 316789T

Name PALMETER ,DOUG MR.

Business Name

PAGE NO: 1

05/30/2000 Received report via US Mail. eplend1

08/03/2000: FAX TO COMPANY

Your attorney, Charles Helein, responded to this inquiry. Mr. Helein, who apparently also represents America's Tele-Network (ATN), submitted response as an ATN representative and did not address issue as a WebNet Communications representative. As a result, it appears issues in this inquiry relating to WebNet Communications have not been addressed. This case remains open. Please submit your response to the FPSC by 08/10/2000. RRoland

08-11-2000 Reply received via US Mail. RLogan

08/16/2000: Company's response indicates that customer's service was terminated on April 25, 2000, and that customer's preferred carrier, AT&T, issued a credit. Note: Company did not address the slamming issue. RRoland

08/16/2000 FAX TO COMPANY

You have not addressed the main issue in this inquiry. Customer claims that your company switched long distance service without authorization. In addition, in your response, you claim that AT&T issued a credit. Why would preferred carrier issue the credit? Please address the slamming issue and provide LOA/verification tape. If you are accepting responsibility that customer was switched by your company without authorization, then issue proper credit and provide the FPSC with the amount of credit. Please respond by 08/21/2000. RRoland

08-18-2000 Reply received via e-mail. RLogan

08/18/2000: Company's response to supplemental request still did not address slamming issue. Response indicated that customer had mentioned that AT&T would issue a credit. Sent e-mail to company rep, Jane Scott, and advised her that PSC still needs to address slamming issue and to provide copy of verification tape or LOA. Advised her that if company cannot produce valid tape or LOA, then case would be closed as slamming infraction and in which case WebNet would be required to issue proper credit (and not AT&T). Asked company to respond by 8/25/2000. I attempted to contact customer to verify company's claim about credit from AT&T, but no answer. Left voice mail message requesting a return call. RRoland

08-24-2000 Reply received via US Mail. RLogan

08/28/2000: Company's response and verification CD included voice of Mr. Doug Palmeter. The beginning of the CD consists of a recorded message announcing the customer's long distance service was being switched to

Request No. 316789T

Name PALMETER ,DOUG MR.

Business Name

PAGE NO: 2

ORIGINAL

Page 44 of 659

DOCKET No 001109-11  
EXHIBIT MW-2

WebNet. I contacted Mr. Palmeter. He indicates that recalls speaking to someone regarding a free service and a 100 check. He states that at no time did the person he was speaking with ever inform him that his long distance service was being switched to WebNet. He also indicates that he did not hear a recording advising him that long distance was being switched to WebNet. In their response to the PSC, the company indicates that they will issued a credit in the amount of \$108.29. I advised Mr. Palmeter to contact me if he does not receive credit within 2 months. Closing this case as a slamming infraction. RRoland

ORIGINAL

Request No. 316789T	Name PALMETER ,DOUG MR.	Business Name
PAGE NO: 3		

## STAMP & RETURN

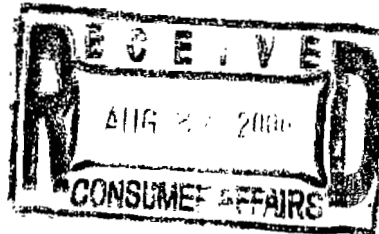


WebNet Communications, Inc.

August 21, 2000

**VIA FIRST CLASS MAIL**

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



**Re: Doug Palmeter - Request No. 316789T**

Dear Mr. Roland:

In reference to the above mentioned complaint which was filed with your office by Doug Palmeter ("complainant") against WebNet Communications, Inc. (WNC), enclosed please find the verification as requested by your office.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued a credit in the amount of \$108.29. This credit was issued on August 18, 2000. Please allow one to three billing cycles for this credit to appear.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

**Enclosures**

cc: Doug Palmeter  
741 Park Avenue  
#212  
Orange Park, FL 32073

# ORIGINAL

Request No. 316789T Name PALMETER ,DOUG MR. Business Name \_\_\_\_\_

<b>Consumer Information</b> Name: <b>DOUG PALMETER</b> Business Name: Svc Address: <b>741 PARK AVE #212</b>  County: <b>Clay</b> Phone: <b>(904)-278-4986</b> City/Zip: <b>Orange Park / 32073-</b> Account Number: Caller's Name: <b>CINDY PALMETER</b> Mailing Address: <b>741 PARK AVE #212</b>  City/Zip: <b>ORANGE PARK ,FL 32073-</b> Can Be Reached: <b>(904)-278-4986</b>	<b>Florida Public Service Commission – Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b> Assigned To: <b>RANDY ROLAND</b> Entered By: <b>KBALDWIN</b> Date: <b>05/04/2000</b> Time: <b>15:24</b> Via: <b>PHONE</b>  Prelim Type: <b>SLAMMING</b> PO:  Supmntl Rpt Req'd: <b>/ /</b> Certified Letter Sent: <b>/ /</b> Certified Letter Rec'd: <b>/ /</b>  Closed by: Date: <b>/ /</b> Closeout Type: Apparent Rule Violation:
	<b>Utility Information</b> Company: <b>WEBNET COMMUNICATIONS, INC.</b> Attn: <b>Patrick Allen316789T</b> Response Needed From Company? <b>Y</b> Date Due: <b>05/19/2000</b>	
	Interim Report Received: <b>/ /</b> Reply Received: <b>05/30/2000</b> Reply Received Timely/Late: Informal Conf.: <b>N</b>	

Customer states that she was switched from AT&T to WebNet without authorization or request. Customer states that she heard a recording of her husband speaking with the company under the impression that he had won and was accepting a calling card offered through a sweepstakes. Customer says the recording never informed her husband that his long distance would be changed whatsoever. Customer states she has returned to his carrier of choice. Customer says AT&T has already credited their account due to the slamming.

Please investigate this matter, contact the customer and provide the Florida Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees.

Case taken by KBaldwin  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 316789T Name PALMETER ,DOUG MR. Business Name \_\_\_\_\_



05/30/2000 Received report via US Mail. eplendl

08/03/2000: FAX TO COMPANY

Your attorney, Charles Helein, responded to this inquiry. Mr. Helein, who apparently also represents America's Tele-Network (ATN), submitted response as an ATN representative and did not address issue as a Webnet Communications representative. As a result, it appears issues in this inquiry relating to Webnet Communications have not been addressed. This case remains open. Please submit your response to the FPSC by 08/10/2000. RROLand

08-11-2000 Reply received via US Mail. RLogan

08/16/2000: Company's response indicates that customer's service was terminated on April 25, 2000, and that customer's preferred carrier, AT&T, issued a credit. Note: Company did not address the slamming issue. RROLand

08/16/2000 FAX TO COMPANY

You have not addressed the main issue in this inquiry. Customer claims that your company switched long distance service without authorization. In addition, in your response, you claim that AT&T issued a credit. Why would preferred carrier issue the credit? Please address the slamming issue and provide LOA/verification tape. If you are accepting responsibility that customer was switched by your company without authorization, then issue proper credit and provide the FPSC with the amount of credit. Please respond by 08/21/2000. RROLand

Request No. 316789T

Name PALMETER ,DOUG MR.

Business Name

ORIGINAL

**Ray Logan**

---

**From:** Jane Scott [lajane99@hotmail.com]  
**Sent:** Friday, August 18, 2000 9:52 AM  
**To:** pscreply@psc.state.fl.us  
**Subject:** Complaint

Dear Mr. Roland:

This is in regards to complaint filed by Doug Palmeter, against WebNet Communications, Inc., Request #316789T.

WebNet's records indicate that Mr. Palmeter had mentioned that AT&T would be crediting his account - if this is not the case, Please advise and WebNet will issue immediate credit so that this matter may be resolved.

Thank you for your assistance in this matter  
Jane M. Scott  
lajane99@hotmail.com

---

Get Your Private, Free E-mail from MSN Hotmail at <http://www.hotmail.com>

ORIGINAL



WebNet Communications, Inc.

ORIGINAL

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399

**Re: Doug Palmeter  
(904) 278-4986**

Dear Mr. Roland:

WebNet Communications, Inc. would like to apologize for the error in which the previous complaint regarding Doug Palmeter ("complainant") was filed with your offices. It was a negligent error, and has been dealt with.

WebNet's records indicate that the complainant's service was terminated on April 25, 2000, and that, complainant's preferred carrier, AT&T, previously issued a credit.

WebNet regrets the circumstances surrounding this complaint. Please advise if there is anything further that WebNet can do to satisfy this complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read "Patrick H. Allen".

Patrick H. Allen

Enclosure

cc: Doug Palmeter  
741 Park Avenue, Apt. 212  
Orange Park, FL 32073

COMPANY IDENTIFICATION

Printed on 08/03/2000 at 08:43:21 by RR

Page 51 of 659

Complete Name: America's Tele-Network Corp.

Mailing Name: America's Tele-Network Corp.

Company Code: TI426

FEID Number: 54-1765215

MAILING INFORMATION

Attention:

Address Line 1: 720 Hembree Place

Address Line 2:

City: Roswell

State: GA

Zip Code: 30076-3800

E-mail Address:

Web Address: <http://ATN.COM>

Liaison 1: John W. Little ✓

Liaison 2: Charles H. Helein ✓

Title: President

Title: Attorney - Tariff

Phone: (800) 842-1435

Phone: (202) 466-0701

Fax 1: (770) 751-5955

Fax 2:

County:

ORIGINAL

COMPANY IDENTIFICATION

Printed on 08/03/2000 at 08:43:35 by RR

Page 52 of 659

Complete Name: America's Tele-Network Corp.

Mailing Name: America's Tele-Network Corp.

Company Code: TI426 FEID Number: 54-1765215

CONSUMER LIAISON INFORMATION

Address Line 1: 720 Hembree Place

Address Line 2:

City: Alpharetta

State: GA Zip Code: 30076

E-mail Address:

Web Address:

Consumer Liaison: John W. Little

Title: President

Phone: (800) 842-1435

Fax: (770) 751-5955

ORIGINAL

COMPANY IDENTIFICATION

Printed on 08/03/2000 at 08:44:40 by RR

Page 53 of 659

Complete Name: WebNet Communications, Inc.

Mailing Name: WebNet Communications, Inc.

Company Code: TJ299 FEID Number: 58-2411946

CONSUMER LIAISON INFORMATION

Address Line 1: 3248 Prospect Avenue, N.W.

Address Line 2:

City: Washington

State: DC

Zip Code: 20007

E-mail Address:

Web Address:

Consumer Liaison: Patrick Allen

Title:

Phone: (202) 333-8760 ( )

Fax: (202) 965-3987

ORIGINAL

COMPANY IDENTIFICATION

Printed on 08/03/2000 at 08:44:33 by RR

Page 54 of 659

Complete Name: WebNet Communications, Inc.

Mailing Name: WebNet Communications, Inc.

Company Code: TJ299 FEID Number: 58-2411946

MAILING INFORMATION

Attention:

Address Line 1: 3248 Prospect Avenue, N.W.

Address Line 2:

City: Washington

State: DC

Zip Code: 20007-3214

E-mail Address:

Web Address:

Liaison 1: M. Howard Lewis ✓

Liaison 2: Charles H. Helein ✓

Title: President

Title: Regulatory Counsel - Tariff

Phone: (877) 550-3006

Phone: (703) 714-1301

Fax 1: (877) 550-3004

Fax 2:

County:

ORIGINAL

## The Helein Law Group, P.C.

8180 Greensboro Drive  
McLean, VA 22102

# STAMP & RETURN

(703) 714-1300 (Telephone)  
(703) 714-1330 (Facsimile)  
mail@helein.com

Management Consulting Group  
Global Telecompetition Consultants, Inc. (GTC)  
(703) 714-1320 (Telephone)

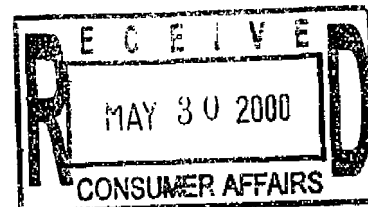
Writer's Direct Dial Number  
(703) 714-1300

Writer's Email Address  
mail@helein.com

May 24, 2000

### VIA FIRST CLASS MAIL

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399



**Re: Doug Palmetter  
(904) 278-4986**

Dear Mr. Roland:

America's Tele-Network ("ATN") presents this response to a consumer complaint which was filed with your office by Doug Palmetter ("complainant"). The complaint alleges that ATN switched complainant's telecommunications service provider without authorization.

ATN procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for ATN service was confirmed by a third party verification company. ATN records indicate that complainant's service was switched in conformance with company policy.

ATN regrets the circumstances surrounding this complaint. ATN records indicate that the local telephone company has recouped the charges. ATN hopes that the complainant is satisfied with the resolution of the above referenced complaint.

ORIGINAL

Telecommunications  
E Commerce  
Technology  
Corporate & Finance  
Trademarks  
Proprietary Rights  
Complex Litigation  
General Business Law



May 24, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read "Charles H. Helein", written in a cursive style.

Charles H. Helein

Enclosure

cc: Doug Palmeter  
741 Park Avenue, Apt. 212  
Orange Park, FL 32073

**ORIGINAL**

Request No. 316789TName PALMETER ,DOUG MR.

Business Name \_\_\_\_\_

<b>Consumer Information</b> Name: <b>DOUG PALMETER</b> Business Name: Svc Address: <b>741 PARK AVE #212</b>  County: <b>Clay</b> Phone: <b>(904)-278-4986</b> City/Zip: <b>Orange Park / 32073-</b> Account Number: Caller's Name: <b>CINDY PALMETER</b> Mailing Address: <b>741 PARK AVE #212</b>  City/Zip: <b>ORANGE PARK ,FL 32073-</b> Can Be Reached: <b>(904)-278-4986</b>	<b>Florida Public Service Commission -- Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>  <b>Utility Information</b> Company: <b>WEBNET COMMUNICATIONS, INC.</b> Attn. <b>Patrick Allen316789T</b> Response Needed From Company? <b>Y</b> Date Due: <b>05/19/2000</b>  Interim Report Received: <b>/ /</b> Reply Received: <b>/ /</b> Reply Received Timely/Late: Informal Conf.: <b>N</b>	<b>PSC Information</b> Assigned To: <b>RANDY ROLAND</b> Entered By: <b>KBALDWIN</b> Date: <b>05/04/2000</b> Time: <b>15:24</b> Via: <b>PHONE</b>  Prelim Type: <b>SLAMMING</b> PO:  Suppnl Rpt Req'd: <b>/ /</b> Certified Letter Sent: <b>/ /</b> Certified Letter Rec'd: <b>/ /</b>  Closed by: Date: <b>/ /</b> Closeout Type: Apparent Rule Violation:
---	--	---

Customer states that she was switched from AT&T to WebNet without authorization or request. Customer states that she heard a recording of her husband speaking with the company under the impression that he had won and was accepting a calling card offered through a sweepstakes. Customer says the recording never informed her husband that his long distance would be charged whatsoever. Customer states she has returned to his carrier of choice. Customer says AT&T has already credited their account due to the slamming.

Please investigate this matter, contact the customer and provide the Florida Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees.

Case taken by KBaldwin  
FAX: 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 316789TName PALMETER ,DOUG MR.

Business Name \_\_\_\_\_

1

**ORIGINAL**

FROM : HELEIN &amp; ASSC.

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5-05-00 4:23pm P. 2DOCKET No 00100-11  
EXHIBIT MW-2  
Page 57 of 659

## The Helein Law Group, P.C.

8180 Greensboro Drive  
McLean, VA 22102

(703) 714-1300 (Telephone)  
(703) 714-1330 (Facsimile)  
mail@helein.com

Management Consulting Group  
Global Telecompetition Consultants, Inc. (GTC)  
(703) 714-1320 (Telephone)

Writer's Direct Dial Number  
(703) 714-1300

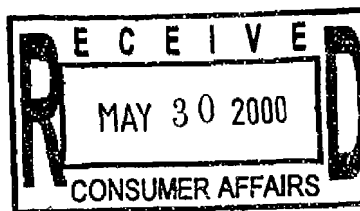
Writer's Email Address  
mail@helein.com

May 24, 2000

### VIA FIRST CLASS MAIL

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399

**Re: Doug Palmetter**  
**(904) 278-4986**



Dear Mr. Roland:

America's Tele-Network ("ATN") presents this response to a consumer complaint which was filed with your office by Doug Palmetter ("complainant"). The complaint alleges that ATN switched complainant's telecommunications service provider without authorization.

ATN procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for ATN service was confirmed by a third party verification company. ATN records indicate that complainant's service was switched in conformance with company policy.

ATN regrets the circumstances surrounding this complaint. ATN records indicate that the local telephone company has recouped the charges. ATN hopes that the complainant is satisfied with the resolution of the above referenced complaint.

ORIGINAL

**Randy Roland**

---

To: lajane99@hotmail.com  
Subject: 316789T/Doug Palmeter

Dear Ms. Scott,

Regarding the credit for customer Doug Palmeter. Thank you for responding. I've attempted to contact Mr. Palmeter to verify credit from AT&T, but have been unable to reach him.

Frankly, I still do not understand why AT&T should issue a credit. The slamming complaint is with your company, Webnet, and not AT&T. Under Florida Public Service Commission (PSC) slamming rules, your company is supposed to provide the Florida PSC with a copy of verification tape or LOA. So far we have not received tape or LOA. If you cannot provide valid tape or LOA, then this case will be closed as a slamming infraction against Webnet. In that case, Webnet will be required to issue proper credit, not AT&T.

Please let me know if you have any questions, and please provide your response regarding the slamming issue including verification tape or LOA to the FPSC by 08/25/2000.

Sincerely,

Randy Roland  
Florida Public Service Commission  
850-410-8037 (Voice)  
850-410-8038 (Fax)

ORIGINAL

Request No. 317942T

Name LEPPER ,EMILY MS.

Business Name

**Consumer Information**

Name: EMILY C LEPPER

Business Name:

Svc Address: 2526 PINELLAS POINT DRIVE SOUTH

County: Pinellas Phone: (727)-867-8829

City/Zip: Saint Petersburg / 33712-

Account Number:

Caller's Name: EMILY C LEPPER

Mailing Address: 2526 PINELLAS POINT DRIVE SOUTH

City/Zip: Saint Petersburg ,FL 33712-

Can Be Reached:

**Florida Public Service  
Commission - Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Patrick Allen317942T

Response Needed From Company? Y

Date Due: 05/30/2000

Fax: 6W1,703-714-1330

Interim Report Received: / /

Reply Received: 05/30/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: ELLEN PLENDL

Entered By: EPLENDL

Date: 05/15/2000

Time: 15:24

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: 05/30/2000

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 06/29/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Customer states that she was switched from AT&T to Webnet without authorization or request. Customer states she has returned to her carrier of choice. Qwest has informed the Commission that WebNet is the carrier that initiated the switch in service.

Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

You are required to provide a verification tape or LOA.

Customer contact is Ms. Emily Lepper at (727)-867-8829.

Taken by Dan Flores

Request No. 317942T

Name LEPPER ,EMILY MS.

Business Name

AGE NO: 1

**ORIGINAL**

FAX responses to 850-413-7168  
or Email your response to pscreply@psc.state.fl.us

05/30/2000 Received report via US Mail. Documentation provided to the PSC indicates that WebNet Communications received a third party verification to make a switch in service. The company issued a credit of \$10.00 to reimburse the customer for charges. eplendl

05/30/2000 Contacted LEC. GTE-Florida reports the customer's long distance service is now switched to AT&T effective May 1, 2000. eplendl

05/30/2000 FAX TO CO. Your report is not complete. No third party verification tape was provided to the Commission, though the report indicates that the company received a third party verification.

You are required to provide the third party verification tape.

Failure to provide the verification tape will result in this inquiry being closed as an apparent rule violation. The company will be directed to issue full credit for the first billing cycle as well as a credit equal to the rates of the customer's previous carrier.

The third party verification tape is due by Friday, June 9, 2000. eplendl

06/05/2000 Received verification. The tpv indicates the service will be switched to Webnet. Additionally, the tpv states the customer will receive a check in the amount of \$100.00. The customer states her name and address. eplendl

06/06/2000 Contacted customer. eplendl

06/06/2000 FAX TO CO. Your report is incomplete.

The customer states she did not ever receive a check in the amount of \$100.00 as stated on the TPV by the verifier.

1) WebNet is now directed to issue a credit in the amount of \$100.00 to the customer's account through the LEC.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

Request No. 317942T Name LEPPER ,EMILY MS. Business Name

PAGE NO: 2

ORIGINAL

Page 61 of 659

DOCKET No. 001109-11  
EXHIBIT MW-2

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, June 23, 2000. eplendl

06/19/2000: Received report via US Mail. A credit of \$100.00 was issued to the account on June 8, 2000. This credit was sent in the form of a check payable to the customer under separate cover. A credit of \$10.00 for switching fees was issued on 06/19/2000. This credit should appear on the account in one to two billing cycles. A letter was sent to the customer. eplendl

06/29/2000 Contacted LEC. GTE-Florida reports the service was switched to AT&T. eplendl

06/29/2000 Closed by telephone conversation with the customer. Customer appears satisfied and will check to ensure that the credit appears on the account. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch in service.

Request No. 317942T

Name LEPPER ,EMILY MS.

Business Name

PAGE NO: 3



STAMP & RETURN  
WebNet Communications, Inc.

RECEIVED  
JUN 19 2000  
CONSUMER AFFAIRS

June 14, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Emily C. Lepper  
Request No. 317942T**

Dear Ms. Plendl:

In reference to the above mentioned complaint, enclosed please find a check in the amount of \$100.00 payable to Ms. Emily Lepper for the promotion WebNet Communications, Inc. ("WNC") offered. WNC has also applied a credit in the amount of \$10.00 for switching fees to the customer's account. Such credits generally take between one to three billing cycles to appear on the customer's account. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

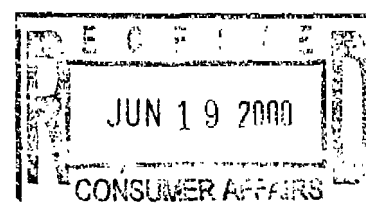
An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

Enclosures

cc: Emily C. Lepper  
2526 Pinellas Point Drive South  
St. Petersburg, FL 33712





WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/811

DOCKET No 001109-T1  
EXHIBIT MW-2

Page 64 of 659

6/8/2000

PAY TO THE  
ORDER OF **Emily Lepper**

\$ \*\*100.00

One Hundred and 00/100\*\*\*\*\*

**Emily Lepper**  
**2526 Minols Point Dr. S.**  
**St Petersburg, FL 33712**

DOLLARS  
Security features  
included.  
Details on back.

1296

1296

100.00

6/8/2000

MEMO **727-867-882** 119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNI  
**Emily Lepper**  
**Promotion**



Checking - Fidelity 727-867-8829

100.00



WebNet Communications, Inc.

June 14, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

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Respectfully submitted,

Patrick H. Allen

Enclosures

cc: Emily C. Lepper  
2526 Pinellas Point Drive South  
St. Petersburg, FL 33712

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

DOCKET No. 001109-TI  
EXHIBIT MW-2

Page 66 of 659

6/8/2000

PAY TO THE ORDER OF **Emily Lepper**

\$ \*\*100.00

One Hundred and 00/100\*\*\*\*\*

**Emily Lepper**  
**2526 Minols Point Dr. S.**  
**St Petersburg, FL 33712**

DOLLARS  
Security features  
included  
on back.

MEMO **727-867-8829**

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or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNCIAT

**Emily Lepper**  
**Promotion**



1296

6/8/2000

100.00

Checking - Fidelity **727-867-8829**

100.00

HP OfficeJet  
Personal Printer/Fax/Copier

Fax Log Report

Page 67 of 659

Jun-06-00 16:59

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<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
617037141330	OK	04	Sent	Jun-06	16:58	00:01:28	002582030022

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ORIGINAL

STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

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DATE: 6-6-00

TO: Patrick Allen

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: 203-714-1330

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: Request# 3179427

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

## The Helein Law Group, P.C.

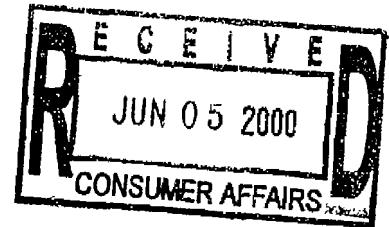
8180 Greensboro Drive  
Suite 700  
McLean, VA 22102

(703) 714-1300 (Telephone)  
(703) 714-1330 (Facsimile)  
mail@helein.com

Management Consulting Group  
Global Telecompetition Consultants, Inc. (GTC)  
(703) 714-1320 (Telephone)

Writer's Direct Dial Number  
(703) 714-1300

Writer's E-mail Address  
mail@helein.com



May 31, 2000

### VIA FIRST CLASS MAIL

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Emily C. Lepper  
Request No. 317942T**

Dear Ms. Plendl:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Emily C. Lepper ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

Enclosed please find the third-party verification tape as required for complainant.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Charles H. Helein

Enclosures

cc: Emily C. Lepper  
2526 Pinellas Point Drive South  
St. Petersburg, FL 33712

ORIGINAL

## The Helein Law Group, P.C.

8180 Greensboro Drive  
Suite 700  
McLean, VA 22102

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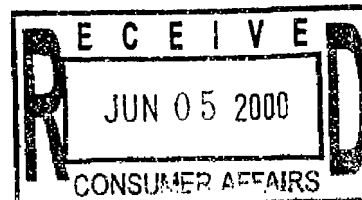
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May 31, 2000

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Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



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Respectfully submitted,

Charles H. Helein



Enclosures

cc: Emily C. Lepper  
2526 Pinellas Point Drive South  
St. Petersburg, FL 33712

ORIGINAL

## The Helein Law Group, P.C.

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McLean, VA 22102

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Writer's Direct Dial Number  
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Writer's Email Address  
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May 26, 2000

### VIA FIRST CLASS MAIL

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Emily C. Lepper  
Request No. 317942T**

Dear Ms. Plendl:

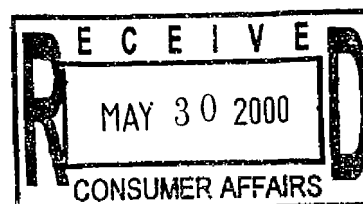
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WNC regrets the circumstances surrounding this complaint. WNC's records indicate that a credit in the amount of \$10.00 has been issued. Such credits generally take between one to three billing cycles to appear on a customer's account. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

STAMP & RETURN

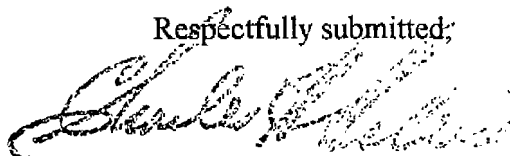
ORIGINAL



Ms. Ellen Plendl  
May 26, 2000  
Page 2 of 2

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Respectfully submitted;



Charles H. Helein

Enclosures

cc: Emily C. Lepper  
2526 Pinellas Point Drive South  
St. Petersburg, FL 33712

ORIGINAL

P.02  
May-16-00 14:27

Request No. 317942T

Name LEPPER ,EMILY MS.

Business Name

<b>Consumer Information</b>  Name: EMILY C LEPPER  Business Name:  Svc Address: 2526 PINELLAS POINT DRIVE SOUTH  County: Pinellas Phone: (727)-867-8829  City/Zip: Saint Petersburg / 33712-  Account Number:  Caller's Name: EMILY C LEPPER  Mailing Address: 2526 PINELLAS POINT DRIVE SOUTH  City/Zip: Saint Petersburg ,FL 33712-  Can Be Reached:	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>  <b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen317942T Response Needed From Company? Y Date Due: 05/30/2000 Fax: 5W1,703-714-1330  Interim Report Received: / /  Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	<b>PSC Information</b>  Assigned To: ELLEN PLENDL Entered By: EPLENDL Date: 05/15/2000 Time: 15:24 Via: PHONE (Phone/Mail/Fax/E-Mail) Prelim Type: SLAMMING PO:  Bupmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /  Closed by: Date: / / Closeout Type: Apparent Rule Violation:
--	--	--

Customer states that she was switched from AT&T to Webnet without authorization or request. Customer states she has returned to her carrier of choice. Qwest has informed the Commission that WebNet is the carrier that initiated the switch in service.

Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

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Customer contact is Ms. Emily Lepper at (727)-867-8829.

Taken by Dan Flores

ORIGINAL

Request No. 317942T

Name LEPPER ,EMILY MS.

Business Name

PAGE NO: 1

P.03

FAX responses to 850-413-7168  
or Email your response to pscreply@psc.state.fl.us

DOCKET No 001109-TT  
EXHIBIT MW-2

Page 76 of 659

May-16-00 14:27

Request No. 317942T

Name LEPPER ,EMILY MS.

Business Name

PAGE NO: 2

CONFIDENTIAL

## The Helein Law Group, P.C.

8180 Greensboro Drive  
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Writer's Email Address  
mail@helein.com

May 26, 2000

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Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Emily C. Lepper  
Request No. 317942T**



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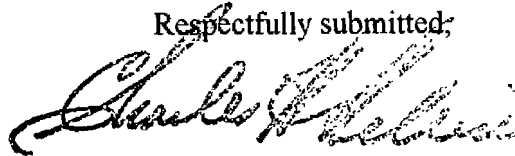
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ORIGINAL

Ms. Ellen Plendl  
May 26, 2000  
Page 2 of 2

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Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Charles H. Helein".

Charles H. Helein

Enclosures

cc: Emily C. Lepper  
2526 Pinellas Point Drive South  
St. Petersburg, FL 33712

ORIGINAL

ORIGINAL

**Via Electronic Mail**

May 15, 2000

Mr. Dan Flores  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: Ms. Emily C. Lepper, (727) 867-8829  
Request #316345T**

Dear Mr. Flores:

Please be advised that Qwest Communications Corporation (Qwest) has completed a review of the issues raised in the complaint filed by Ms. Emily C. Lepper. After investigation, Qwest has determined that Ms. Lepper is a customer of *Webnet Com., Inc.*

Qwest cannot respond to this complaint as Qwest acts solely as a provider of transport services for *Webnet Com., Inc.* The company in question is a reseller of Qwest and is currently offering reseller services to other regionally based switchless resellers. The reason why Qwest appears on Ms. Lepper's phone bill, is because *Webnet Com., Inc* uses Qwest's Carrier Identification Code (CIC).

As a general rule Qwest never interfaces with the end user nor do we have access to the Letter of Agency for account numbers provisioned on behalf of the reseller. For legal reasons *Webnet Com., Inc* has the responsibility as the reseller and not Qwest. Any future correspondence regarding this case should be directed to the following:

Webnet Com., Inc  
11770 Haynes Bridge Road  
Suite 205  
Alpharetta, GA 30004-1970  
Tel: (614) 799-7535

Should you have any further questions regarding this matter please feel free to contact this office.

Sincerely,

Richard Hayes  
Regulatory Specialist





# WebNet Communications, Inc.

Mailing Address  
3248 Prospect Avenue, N.W.  
Washington, DC 20007-3214

Location  
3248 Prospect Avenue, N.W.  
Washington, DC 20007-3214

Contact Information  
M. Howard Lewis, President, (877) 550-3006  
Charles H. Helein, Regulatory Counsel - Tariff, (703) 714-1301  
Fax: (877) 550-3004

Regulation Information  
Company Code: TJ299  
Certificate(s): 7220  
Certificated for: Prepaid Debit Card Provider, Reseller  
Current Company Tariff and Pending Tariff Updates

ORIGINAL



HP OfficeJet  
Personal Printer/Fax/Copier

Fax Log Report

Page 81 of 659

May-16-00 14:28

<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
617037141330	OK	05	Sent	May-16	14:27	00:01:22	002582030022

1.3.0 2.8

ORIGINAL

HP OfficeJet  
Personal Printer/Fax/Copier

Fax Log Report

May-31-00 11:44

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<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
617037141330	OK	03	Sent	May-31	11:43	00:01:03	002582030022

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1.3.0 2.8

ORIGINAL

STATE OF FLORIDA

Page 83 of 659

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

**ORIGINAL**

DATE: 5-31-00

TO: Patrick Allen

OFFICE/BUSINESS: WebNet Communications

FAX NUMBER: 703-714-1330

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 3

Request No. 318942T

Name DEW ,BRUCE MR.

Business Name

<b>Consumer Information</b> Name: BRUCE A DEW Business Name: Svc Address: 2150 NW 46TH STREET  County: Gilchrist Phone: (904)-935-0521 City/Zip: Bell / 32619- Account Number: Caller's Name: BRUCE A DEW Mailing Address: 2150 NW 46TH STREET  City/Zip: BELL ,FL 32619- Can Be Reached:	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b> Assigned To: VICTOR MCKAY Entered By: NCHESTER Date: 05/24/2000 Time: 08:25 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen318942T Response Needed From Company? Y Date Due: 06/08/2000 Fax: 6W1,202-965-3987	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 05/30/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MEP Date: 09/07/2000 Closeout Type: LS-13 Apparent Rule Violation: Y

Customer states that he was switched from Qwest to WebNet without authorization or request. Customer states he has returned to his carrier of choice. Customer states that he has been charged \$9.32 by your company thus far. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Nekey Chester  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

**ORIGINAL**

05/30/2000 Received report via US Mail. eplend1

6/8/00 FAX TO WEBNET COMMUNICATIONS:

Request No. 318942T

Name DEW ,BRUCE MR.

Business Name

PAGE NO: 1

PLEASE NOTE THAT, IN THIS COMPLAINT, THE ANALYST REQUESTED A COPY OF THE THIRD PARTY VERIFICATION. IT HAS NOT BEEN PROVIDED. FLORIDA PSC RULE 25-22.032 STATES, IN PART:

(2) The designated staff member shall investigate the complaint and attempt to resolve the dispute informally. To

that end, the staff member may request the parties to provide copies of bills, billing statements, field reports,

written documents, or other information in their possession which may be necessary to resolve the dispute.

PLEASE COMPLY WITH THIS RULE BY PROVIDING A RECORDING OF THE THIRD PARTY VERIFICATION.

DICK DURBIN, REGULATORY SUPERVISOR/CONSULTANT

07-05-2000 Report received via U.S mail (no CD). VMcKay

7/7/00 Sent certified letter to company reminding it of its responsibility to respond properly to my request for proof of authorization. D. Durbin

7/21/00 Received e-mail from company:

I just wanted to advise you that I am sending a response to consumer complaint of Mr. Bruce Dew - File Number 318942T via first class mail today, July 21st, 2000 to your attention.

Thank you,

Jane M. Scott

07-24-2000 Reply received via U S Mail. VMcKay

09/07/2000 Reviewed report. It appears that WebNet was unable to locate a third party verification.

The company issued credit of \$21.06 to the account on May 24, 2000. This credit was sent in the form of a reimbursement check.

The company issued credit of \$69.10 to the account on June 28, 2000. This credit was sent in the form of a reimbursement check. Two letters were sent to the customer with the checks. eplendl

09/07/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch as the company did not provide a third party verification.

ORIGINAL

Request No. 318942T

Name DEW ,BRUCE MR.

Business Name

PAGE NO: 2

STATE OF FLORIDA

Page 86 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

September 8, 2000

Mr. Bruce A. Dew  
2150 NW 46th Street  
Bell, FL 32619

**ORIGINAL**

RE: 318942T

Dear Mr. Dew:

This is a follow-up to your inquiry concerning the switch of your long distance service to WebNet. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the Public Service Commission indicates the company issued a credit of \$21.06 to the account. This credit was sent under separate cover in the form of a refund check payable to you on May 24, 2000. In addition, WebNet issued a credit of \$69.10 to the account. This credit was sent under separate cover in the form of a refund check payable to you on June 28, 2000. You should have already received these reimbursement checks.

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

ORIGINAL

Mr. Bruce A. Dew  
Page 2  
September 8, 2000

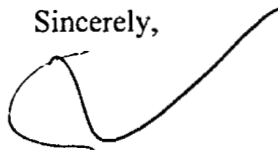
My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure



STAMP &amp; RETURN

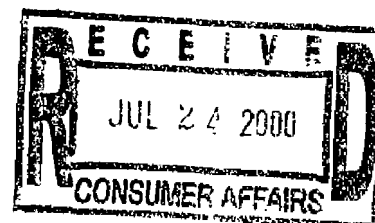


WebNet Communications, Inc.

July 21, 2000

**VIA FIRST CLASS MAIL**

Mr. Dick Durbin  
Florida Public Service Commission  
Communications Division  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

ORIGINAL  
JUL 24 2000**Re: Bruce Dew - File Number 318942T**

Dear Mr. Durbin:

In previous correspondence regarding a consumer complaint which was filed with your office by Bruce Dew ("complainant") against WebNet Communications, Inc. (WNC), WNC stated that its procedures for changing a consumer's preferred carrier (PC) are in compliance with the Federal Communications Commission (FCC) and state rules concerning the appropriate methods for obtaining a consumer's PC change authorization.

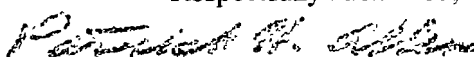
WNC's verification procedures use the taped verification method. An independent, non-affiliated, qualified and trained verification company questions each consumer who has been transferred to it by WNC's marketing arm, and a tape is made of the verification that the consumer has in fact made a request for service, and that he/she understands that fact. WNC's third party verification company retains copies of these tapes and supplies them to WNC when requested. Coupled with this verification procedure is the policy that when an order is submitted for provisioning, it has been verified that it is not subject to PIC freeze (or arrangements have been made to have the freeze released) and that all necessary information about the consumer's service have been accurately included with the provisioning order.

Company procedures appear to have been followed in this case, and hence WNC's position is that complainant's service was switched in conformance with company policy and regulatory requirements. Furthermore, when the complaint was received, WNC also followed standard procedure and requested the verification tape to respond to the Commission. As has been indicated, WNC's third party verification company has been unable to locate the tape. After further diligence, the search has failed to locate the tape, and as WNC has no record of its having received the tape, it must be concluded that the tape no longer exists. It must also be noted, that if the tape had been sent to WNC, and it was then mislaid through inadvertence, the verification company does not routinely retain a duplicate, which if it did, could have been supplied to replace the missing original.

Mr. Dick Durbin  
July 21, 2000  
Page 2

WNC greatly regrets that fact that all efforts have failed to produce the tape. Nonetheless, WNC denies having acted contrary to applicable regulations or to its own corporate policies. WNC has already taken the steps necessary to satisfy the consumer's complaint to the fullest extent possible and remains willing to take additional reasonable actions to address any unanswered concerns. But the liability of WNC's verification company to supply the tape which it created and possessed should not be construed as the responsibility of WNC since it has no control over the circumstances which have led to the unavailability of the tape.

Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Bruce Dew  
2150 NW 46th Street  
Bell, FL 32619



WebNet Communications, Inc

July 21, 2000

**VIA FIRST CLASS MAIL**

Mr. Dick Durbin  
Florida Public Service Commission  
Communications Division  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

***Re: Bruce Dew - File Number 318942T***

Dear Mr. Durbin:

In previous correspondence regarding a consumer complaint which was filed with your office by Bruce Dew ("complainant") against WebNet Communications, Inc. (WNC), WNC stated that its procedures for changing a consumer's preferred carrier (PC) are in compliance with the Federal Communications Commission (FCC) and state rules concerning the appropriate methods for obtaining a consumer's PC change authorization.

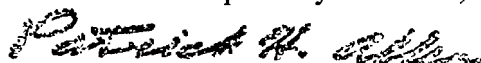
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Company procedures appear to have been followed in this case, and hence WNC's position is that complainant's service was switched in conformance with company policy and regulatory requirements. Furthermore, when the complaint was received, WNC also followed standard procedure and requested the verification tape to respond to the Commission. As has been indicated, WNC's third party verification company has been unable to locate the tape. After further diligence, the search has failed to locate the tape, and as WNC has no record of its having received the tape, it must be concluded that the tape no longer exists. It must also be noted, that if the tape had been sent to WNC, and it was then mislaid through inadvertence, the verification company does not routinely retain a duplicate, which if it did, could have been supplied to replace the missing original.

Mr. Dick Durbin  
July 21, 2000  
Page 2

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Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Bruce Dew  
2150 NW 46th Street  
Bell, FL 32619

WNC  
07/21/00

STATE OF FLORIDA

Page 92 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

July 10, 2000

**ORIGINAL**

Mr. Patrick H. Allen  
Webnet Communications, Inc.  
3248 Prospect Avenue, NW  
Washington, DC 20007

CERTIFIED MAIL

Re: FPSC Complaint #318942T

Dear Mr. Allen:

On May 24, 2000, the Florida Public Service Commission (PSC) filed complaint #318942T with Webnet Communications, Inc. (Webnet) on behalf of Bruce A. Drew. In that complaint, the PSC analyst requested, "Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date."

On May 30, 2000, this office received a letter from Webnet advising that the company had complied with all "state rules concerning the appropriate methods of obtaining a consumer's PC change authorization...." On June 8, 2000, I sent a fax to Webnet advising you that the third party verification requested in the initial complaint had not been provided. At that time I again requested the third party verification recording. On July 7, 2000, I received a letter from Webnet reiterating the company's stance that it had authorization to change the customer's PC. No proof of authorization was included in the letter.

As I pointed out to you in my June 8, 2000, fax, Florida PSC Rule No. 25-22.032 states, in part:

*(2) The designated staff member shall investigate the complaint and attempt to resolve the dispute informally. To that end, the staff member may request the parties to provide copies of bills, billing statements, field reports, written documents, or other information in their possession which may be necessary to resolve the dispute.*

---

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

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

ORIGINAL

Mr. Bruce A. Dew  
Page 2  
July 10, 2000

Florida State Statute 350.127(1) states:

*"The Commission may impose upon any regulated company that is found to have refused to comply with or willfully violated any lawful rule or order of the Commission, or any statute administered by the Commission, a penalty for each such offense of not more than \$5,000, to be fixed, imposed, and collected by the Commission, or the Commission may, for any such violation, amend, suspend, or revoke any certificate issued by the Commission. Each day that such refusal or violation continues shall constitute a separate offense."*

Please be assured that, should you fail to provide the requested proof of authorization within five (5) working days following receipt by Webnet of this letter as evidenced by the certified mail receipt, I will refer the case to proper authority for disposition.

Please let me know if you have any questions. I can be reached at 1-800-342-3552 or by E-mail at [ddurbin@psc.state.fl.us](mailto:ddurbin@psc.state.fl.us).

Sincerely,



Dick Durbin  
Regulatory Supervisor/Consultant



**ORIGINAL**

**WebNet Communications, Inc.**

June 30, 2000

**VIA FIRST CLASS MAIL**

Mr. Victor McKay  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Bruce Dew - Request No. 318942T**

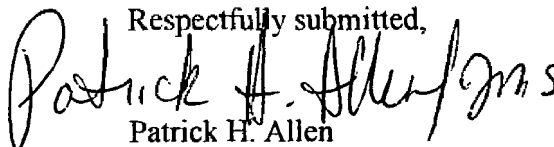
Dear Mr. McKay:

WebNet Communications, Inc. ("WNC") presents this second response to a consumer complaint which was filed with your office by Bruce Dew ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$24.80. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,  
  
Patrick H. Allen

**ORIGINAL**

Mr. Victor McKay  
June 30, 2000  
Page 2

Enclosures

cc: Bruce Dew  
2150 NW 46th Street  
Bell, FL 32619



WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240

Page 96 of 659

1363

ORIGINAL

6/28/2000

PAY TO THE ORDER OF **Bruce A Dew**

\$ \*\*69.10

Sixty-Nine and 10/100\*\*\*\*\*

**Bruce A Dew**  
**Branford, FL 32008**

DOLLARS  
Security features  
included  
Details on back.

MEMO 904-935-0521 119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNICA  
**Bruce A Dew**  
**Refunds**



6/28/2000

1363

69.10

Checking - Fidelity 904-935-0521

69.10

Telecommunications  
E Commerce  
Technology  
Corporate & Finance  
Trademarks  
Proprietary Rights  
Complex Litigation  
General Business Law

## The Helein Law Group, P.C.

8180 Greensboro Drive  
McLean, VA 22102

(703) 714-1300 (Telephone)  
(703) 714-1330 (Facsimile)  
mail@helein.com

Management Consulting Group  
Global Telecompetition Consultants, Inc. (GTC)  
(703) 714-1320 (Telephone)

Writer's Direct Dial Number  
(703) 714-1300

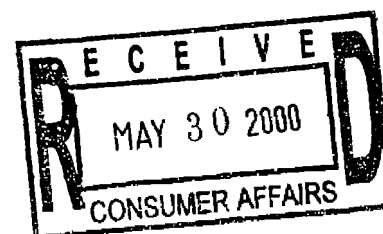
Writer's Email Address  
mail@helein.com

May 26, 2000

### VIA FIRST CLASS MAIL

Mr. Victor McKay  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Bruce Dew  
Request No. 318942T**



Dear Mr. Roland:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Bruce Dew ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

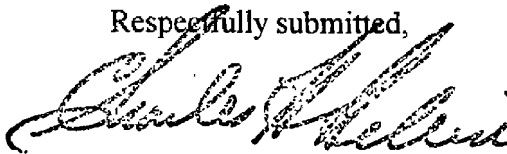
WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$21.06. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

**ORIGINAL**

Mr. Victor McKay  
May 26, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Charles H. Helein", written in dark ink.

Charles H. Helein

Enclosures

cc: Bruce Dew  
2150 NW 46th Street  
Bell, FL 32619

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA

Page 99 of 659

ORIGINAL

5/24/2000

TO THE  
ORDER OF **Bruce A Dew**

\$ \*\*21.06

Twenty-One and 06/100\*\*\*\*\*

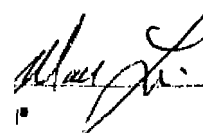
DOLLARS

Security features  
included  
Details on back.

**Bruce A Dew**  
**Branford, FL 32008**

VO 904-935-0521 119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNICATIONS, INC.  
**Bruce A Dew**  
**Refunds**



MP

1208

5/24/2000

21.06

Checking - Fidelity 904-935-0521

21.06

Request No. 319163TName SHEPPARD ,HOLMER MR.

Business Name \_\_\_\_\_

<b>Consumer Information</b>  Name: HOLMER SHEPPARD  Business Name:  Svc Address: 1301 KEYSTONE POINT   County: Polk                      Phone: (863)-967-5900  City/Zip: Auburndale                      / 33823-  Account Number:  Caller's Name: HOLMER      SHEPPARD  Mailing Address: 1301 KEYSTONE POINT   City/Zip: AUBURNDALE ,FL 33823-  Can Be Reached:  E-Tracking Number:	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: ELLEN PLENDL Entered By: EPLENDL Date: 05/25/2000 Time: 13:42 Via: PHONE Prelim Type: SLAMMING PO: Disputed Amt:                      0.00
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen319163T Response Needed From Company?    Y Date Due: 06/09/2000 Fax: 9W1,877-550-3004                      B	
	Interim Report Received:    /    / Reply Received: 06/12/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by:    MEP Date: 08/03/2000 Closeout Type:    LS-13 Apparent Rule Violation: Y

See attached report.

It appears that the customer's long distance carrier of choice was changed from AT&T to Webnet Communications, Inc. without authorization. Qwest has informed the Commission that Webnet Communications, Inc. is the carrier that initiated the switch in service.

- \* Provide verification obtained for the change in service.
- \* Provide applicable credit and/or balance due information on this account.
- \* Confirm the customer has been contacted regarding this matter.

Case taken by Telsula Morgan

Request No. 319163TName SHEPPARD ,HOLMER MR.

Business Name \_\_\_\_\_

PAGE NO:    1

Page 100 of 639

DOCKET No. 001109-71  
EXHIBIT MW-2

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

06/12/2000 Received report and verification tape via US Mail. It appears the verification tape contains the customer's name and address. However, the tape does not indicate the company name or the issue that the long distance service would be switched. A credit of \$54.04 was issued to the account on June 7, 2000. This credit was sent in the form of a reimbursement check payable to the customer under separate cover. The customer should receive this check in one to two billing cycles. eplendl

07/06/2000 FAX TO CO.

1) WebNet is now directed to issue a credit in the amount of \$100.00 to the customer's account through the LEC.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

3) A supplemental report is due with the \$100.00 check amount, the date sent to the customer, and copy of the check as promised on the verification tape with no further obligation to the customer by Friday, July 28, 2000. eplendl

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Request No.	<u>319163T</u>	Name	<u>SHEPPARD ,HOLMER MR.</u>	Business Name	<u></u>
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PAGE NO: 2

07/31/2000 Received report via US Mail. Documentation provided to the PSC indicates that a check in the amount of \$100.00 was issued on July 20, 2000. In addition, a credit of \$47.32 was issued on July 26, 2000. This credit should appear on the account in one to two billing cycles. A letter was sent to the customer.  
eplendl

08/03/2000 Contacted LEC. eplendl

08/07/2000 Closed by letter. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. The verification does not indicate the company name or the issue that the long distance service would be switched.

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Request No.	319163T	Name	SHEPPARD ,HOLMER MR.	Business Name	
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Request No. 319162TName NELSON ,KERMIT MR.

Business Name \_\_\_\_\_

<p align="center"><b>Consumer Information</b></p> <p>Name: KERMIT NELSON</p> <p>Business Name:</p> <p>Svc Address: 514 2ND STREET</p> <p>County: Polk                      Phone: (863)-984-2017</p> <p>City/Zip: Polk City                      / 33868-6</p> <p>Account Number: 911125</p> <p>Caller's Name: GRACIE      NELSON</p> <p>Mailing Address: 514 2ND STREET</p> <p>City/Zip: POLK CITY ,FL 33868-6004</p> <p>Can Be Reached:</p>	<p align="center"><b>Florida Public Service</b></p> <p align="center"><b>Commission - Consumer Request</b></p> <p align="center"><b>2540 Shumard Oak Boulevard</b></p> <p align="center"><b>Tallahassee, Florida 32399</b></p> <p align="center"><b>850-413-6100</b></p>	<p align="center"><b>PSC Information</b></p> <p>Assigned To: ELLEN PLENDL</p> <p>Entered By: TMORGAN</p> <p>Date: 05/25/2000</p> <p>Time: 13:39</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p>
	<p align="center"><b>Utility Information</b></p> <p>Company Code: TJ299</p> <p>Company: WEBNET COMMUNICATIONS, INC.</p> <p>Attn. Patrick Allen319162T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 06/09/2000</p> <p>Fax: 6W1,703-714-1330</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 05/30/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: MEP</p> <p>Date: 06/29/2000</p> <p>Closeout Type: LS-13</p> <p>Apparent Rule Violation: Y</p>

It appears that the customer's long distance carrier of choice was changed from MCI to WebNet without authorization. Customer states that when she was solicited to change her long distance service a recording was on the phone that asked if she wanted to receive additional information on the long distance service press 1 and if not press 2. Customer states that when she pressed one for additional information, all she heard was a recording that said thank you. Customer states that she did not know her service was switched until GTE informed her of the change in service.

- \* Provide verification obtained for the change in service.
- \* Provide applicable credit and/or balance due information on this account.
- \* Confirm the customer has been contacted regarding this matter.

**ORIGINAL**

Request No. 319162TName NELSON ,KERMIT MR.

Business Name \_\_\_\_\_

PAGE NO: 1



Case taken by Telsula Morgan  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

06/05/2000 Received report and verification cd by US Mail. The tpv indicates the service will be switched to Webnet. Additionally, the tpv states the customer will receive a check in the amount of \$100.00. The customer states her name and address. The customer did not state a birthdate, Social Security number or mother's maiden name as a personal identifier. eplendl

06/06/2000 Contacted customer. eplendl

06/06/2000 FAX TO CO. Your report is incomplete.

The customer states she did not ever receive a check in the amount of \$100.00 as stated on the TPV by the verifier.

1) WebNet is now directed to issue a credit in the amount of \$100.00 to the customer's account through the LEC.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers

Request No. 319162T

Name NELSON ,KERMIT MR.

Business Name

**ORIGINAL**

to be changed.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, June 23, 2000. eplendl

06/19/2000 The customer called. She said she received a check for \$100.00, from the company. She said the check stub has the word promotion on it. She does not want to sign the check until she knows for sure that her service will not be switched again./JPLESCOW

06/19/2000: Received report via US Mail. A credit of \$100.00 was issued to the account on June 8, 2000. This credit was sent in the form of a check payable to the customer under separate cover. A credit of \$1.68 for switching fees was issued on 06/19/2000. This credit should appear on the account in one to two billing cycles. A letter was sent to the customer. eplendl

06/29/2000 Contacted LEC. GTE-Florida reports the service was switched to MCI. eplendl

06/29/2000 Closed by letter. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch in service.

**ORIGINAL**

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Request No. 319162T	Name NELSON , KERMIT MR.	Business Name
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PAGE NO: 3

Page 105 of 659  
DOCKET No 001109-11  
EXHIBIT MW-2

STATE OF FLORIDA

Page 106 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

June 30, 2000

Mr. & Mrs. Kermit Nelson  
514 2nd Street  
Polk City, FL 33868-6004

RE: 319162T

**ORIGINAL**

Dear Mr. & Mrs. Nelson:

This is a follow-up to your inquiry concerning the switch of your long distance service to WebNet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the Public Service Commission indicates the company issued a credit of \$1.68 to the account on May 31, 2000. This credit should appear on the account in one to two billing cycles. In addition, WebNet issued a credit of \$100.00 on June 8, 2000. This credit was sent under separate cover in the form of a refund check payable to you on June 8, 2000. You should have already received this check. You may cash this check without further obligation to WebNet.

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. & Mrs. Kermit Nelson

Page 2

June 30, 2000

GTE-Florida, your local telephone company, reports the long distance service was switched to MCI WorldCom at your request.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

ORIGINAL

HP OfficeJet  
Personal Printer/Fax/Copier

Fax Log Report

Page 108 of 659

Jun-06-00 16:56

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<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
617037141330	OK	04	Sent	Jun-06	16:55	00:01:20	002582030022

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1.3.0 2.8

ORIGINAL

STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

DATE: 6-6-00

TO: Patrick Allen

OFFICE/BUSINESS: webnet

FAX NUMBER: 763-714-1330

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: Request# 319162T

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

**ORIGINAL**



## STAMP & RETURN

WebNet Communications, Inc.

June 14, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re:   Kermit Nelson  
      Request No. 319162T**

Dear Ms. Plendl:

In reference to the above mentioned complaint, enclosed please find a check in the amount of \$100.00 payable to Mr. Kermit Nelson for the promotion WebNet Communications, Inc. ("WNC") offered. WNC has also credited Mr. Nelson in full in the amount of \$1.68, for the period of April 15, 2000 to April 17, 2000.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

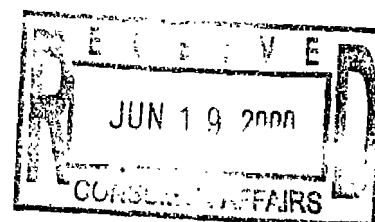
Respectfully submitted,

Patrick H. Allen

Enclosures

cc:   Kermit Nelson  
      514 2nd Street  
      Polk City, FL 33868-6004

ORIGINAL



WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

Page 111 of 659  
1297

6/8/2000

PAY TO THE ORDER OF Kermit Nelson

\$ \*\*100.00

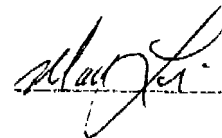
One Hundred and 00/100\*\*\*\*\*

Kermit Nelson  
514 2 Street  
Polk City, FL 33868

DOLLARS  
Security features  
included  
Details on back.

MEMO 863-984-2017

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .



WEBNET COMMUNICA  
Kermit Nelson  
Promotion

6/8/2000

1297

100.00

Checking - Fidelity 863-984-2017

100.00

ORIGINAL





WebNet Communications, Inc.

June 14, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

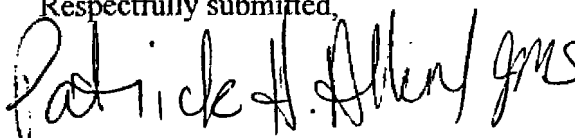
**Re:   Kermit Nelson  
      Request No. 319162T**

Dear Ms. Plendl:

In reference to the above mentioned complaint, enclosed please find a check in the amount of \$100.00 payable to Mr. Kermit Nelson for the promotion WebNet Communications, Inc. ("WNC") offered. WNC has also credited Mr. Nelson in full in the amount of \$1.68, for the period of April 15, 2000 to April 17, 2000.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

  
Patrick H. Allen

Enclosures

cc:   Kermit Nelson  
      514 2nd Street  
      Polk City, FL 33868-6004

**ORIGINAL**

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

Page 113 of 659

1297

6/8/2000

PAY TO THE ORDER OF **Kermit Nelson**

\$ \*\*100.00

One Hundred and 00/100\*\*\*\*\*

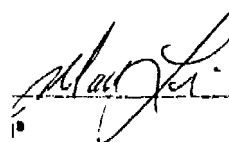
**Kermit Nelson**  
**514 2 Street**  
**Polk City, FL 33868**

DOLLARS  
Security features  
included  
Details on back.

MEMO **863-984-201**

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNI  
**Kermit Nelson**  
**Promotion**



1297

6/8/2000

100.00

Checking - Fidelity **863-984-2017**

100.00

ORIGINAL

## The Helein Law Group, P.C.

Telecommunications  
E Commerce  
Technology  
Corporate & Finance  
Trademarks  
Proprietary Rights  
Complex Litigation  
General Business Law

8180 Greensboro Drive  
Suite 700  
McLean, VA 22102

(703) 714-1300 (Telephone)  
(703) 714-1330 (Facsimile)  
mail@helein.com

Management Consulting Group  
Global Telecompetition Consultants, Inc. (GTC)  
(703) 714-1320 (Telephone)

Writer's Direct Dial Number  
(703) 714-1300

Writer's E-mail Address  
mail@helein.com

May 31, 2000

### VIA FIRST CLASS MAIL

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

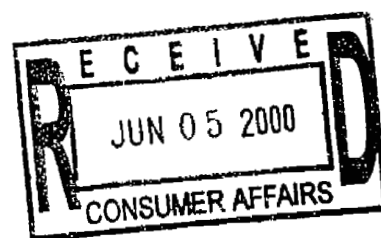
**Re: *Kermit Nelson***  
***Request No. 319162T***

Dear Ms. Plendl:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Kermit Nelson ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy. Please find enclosed third party verification tape.

WNC regrets the circumstances surrounding this complaint. WNC's records indicate that a credit in the amount of \$1.68 has been issued. Such credits generally take between one to three billing cycles to appear on a customer's account. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

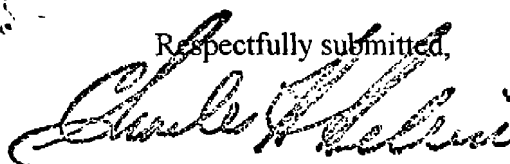


**ORIGINAL**

Ms. Ellen Plendl  
May 31, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Charles H. Helein".

Charles H. Helein

Enclosures

cc: Kermit Nelson  
514 2nd Street  
Polk City, FL 33868-6004

**ORIGINAL**

Telecommunications  
E Commerce  
Technology  
Corporate & Finance  
Trademarks  
Proprietary Rights  
Complex Litigation  
General Business Law

## The Helein Law Group, P.C.

8180 Greensboro Drive  
Suite 700  
McLean, VA 22102

(703) 714-1300 (Telephone)  
(703) 714-1330 (Facsimile)  
mail@helein.com

Management Consulting Group  
Global Telecompetition Consultants, Inc. (GTC)  
(703) 714-1320 (Telephone)

# STAMP & RETURN

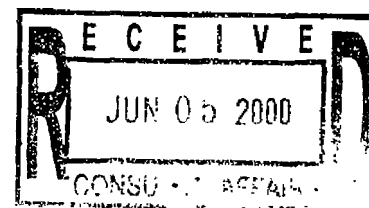
Writer's Direct Dial Number  
(703) 714-1300

Writer's E-mail Address  
mail@helein.com

May 31, 2000

### VIA FIRST CLASS MAIL

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



**Re:    *Kermit Nelson***  
***Request No. 319162T***

Dear Ms. Plendl:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Kermit Nelson ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy. Please find enclosed third party verification tape.

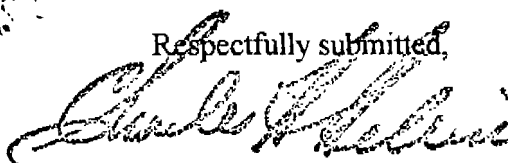
WNC regrets the circumstances surrounding this complaint. WNC's records indicate that a credit in the amount of \$1.68 has been issued. Such credits generally take between one to three billing cycles to appear on a customer's account. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

# ORIGINAL

Ms. Ellen Plendl  
May 31, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read "Charles H. Helein", written over a faint, rectangular stamp.

Charles H. Helein

Enclosures

cc: Kermit Nelson  
514 2nd Street  
Polk City, FL 33868-6004

**ORIGINAL**

Request No. 319162TName NELSON , KERMIT MR.

Business Name \_\_\_\_\_

<b>Consumer Information</b>  Name: <b>KERMIT NELSON</b>  Business Name:  Svc Address: <b>514 2ND STREET</b>   County: <b>Polk</b> Phone: <b>(863)-984-2017</b>  City/Zip: <b>Polk City / 33868-6</b>  Account Number: <b>911125</b>  Caller's Name: <b>GRACIE NELSON</b>  Mailing Address: <b>514 2ND STREET</b>   City/Zip: <b>POLK CITY ,FL 33868-6004</b>  Can Be Reached:	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: <b>ELLEN PLENDL</b> Entered By: <b>TMORGAN</b> Date: <b>05/25/2000</b> Time: <b>13:39</b> Via: <b>PHONE</b>  Prelim Type: <b>SLAMMING</b> PO:
	<b>Utility Information</b>  Company: <b>WEBNET COMMUNICATIONS, INC.</b> Attn. <b>Patrick Allen319162T</b> Response Needed From Company? <b>Y</b> Date Due: <b>06/09/2000</b>	
	Interim Report Received: <b>/ /</b> Reply Received: <b>/ /</b> Reply Received Timely/Late: Informal Conf.: <b>N</b>	Supmntl Rpt Req'd: <b>/ /</b> Certified Letter Sent: <b>/ /</b> Certified Letter Rec'd: <b>/ /</b>  Closed by: Date: <b>/ /</b> Closeout Type: Apparent Rule Violation:

It appears that the customer's long distance carrier of choice was changed from MCI to WebNet without authorization. Customer states that when she was solicited to change her long distance service a recording was on the phone that asked if she wanted to receive additional information on the long distance service press 1 and if not press 2. Customer states that when she pressed one for additional information, all she heard was a recording that said thank you. Customer states that she did not know her service was switched until GTE informed her of the change in service.

- \* Provide verification obtained for the change in service.
- \* Provide applicable credit and/or balance due information on this account.
- \* Confirm the customer has been contacted regarding this matter.

Case taken by Telsula Morgan

Request No. 319162TName NELSON , KERMIT MR.

Business Name \_\_\_\_\_

1

**ORIGINAL**

Request No. 320172TName AMATO ,MARY ANN MS.

Business Name \_\_\_\_\_

<b>Consumer Information</b>  Name: MARY ANN AMATO  Business Name:  Svc Address: 501 WOODSTORK CIRCLE   County: Manatee      Phone: (941)-792-9159  City/Zip: Bradenton      / 34209-  Account Number: Caller's Name: MARY ANN      AMATO  Mailing Address: 501 WOODSTORK CIRCLE   City/Zip: BRADENTON ,FL 34209-  Can Be Reached: (941)-792-9159	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: TARRAH GORDON Entered By: AHASHISH Date: 06/06/2000 Time: 12:24 Via: FAX (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen320172T Response Needed From Company? Y Date Due: 06/21/2000 Fax:	
	Interim Report Received: / / Reply Received: 06/19/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MEP Date: 10/06/2000 Closeout Type: LS-13 Apparent Rule Violation: Y

Please review the attached correspondence in which the customer reports the following:

Customer states that her service was slammed. Customer states that she was contacted by a telemarketer who asked for her name and address to send her information about the companies service. Customer states that she at no time authorize any switch in service.

Cancel the account  
Credit the customer  
Cease billing

Please provide LOA/Tape verification.

Please investigate this issue, contact the customer and provide me with a detailed written report that addresses the issues in the correspondence, and

Request No. 320172TName AMATO ,MARY ANN MS.

Business Name \_\_\_\_\_

ORIGINAL



confirms the customer has been contacted either by letter or phone.

PLEASE NOTE\*\* The information on this form is only a summary of the customer's concerns. Additional information, important to this matter, may be contained in the correspondence.

\*\*Inquiry taken by A. Hashisho\*\*  
ahashish@psc.state.fl.us

CONTACT NUMBERS  
CAF FAX: 850/413-7168  
CAF Email:pscreply@psc.state.fl.us

06/19/2000: Received report via US Mail. CD attached. C. Sirianni

6/20/2000 Customer called to state that she received check from company for \$11.48 when disputed amount is \$85.23. Customer would like a complete refund. RLOGAN

09/07/2000 Reviewed report and third party verification. The verifier states, "Thank you for choosing WebNet as your long distance provider." It appears that the verifier states the customer should spell their name as they want it to appear on the \$100.00 check. Customer spells her name as Mary Ann Amato. The verifier states the customer should say her address and birthdate. The customer gives the address, but not her date of birth.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed. The customer does not offer a birthdate.

The company issued credit of \$11.48 to the account on June 8, 2000. The credit was sent in the form of a refund check. eplendl

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;

ORIGINAL

Request No. 320172T Name AMATO ,MARY ANN MS. Business Name

PAGE NO: 2

2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed. The customer does not offer a birthdate.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000. eplendl

10-05-2000 Reply received via US Mail. RLogan

10/06/2000 Reviewed report. Webnet also issued a credit of \$70.43 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles. The report advised that a copy of the refund check is included. However, a copy of this refund check was not included in the report to the PSC. A letter was sent to the customer. eplendl

10/06/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

10/27/2000 Customer correspondence received via U.S. mail and forwarded to Ellen Plendl for review. AHashisho

10/27/2000 Reviewed customer letter. It appears the customer sent a thank you letter for the assistance in

Request No. 320172T

Name AMATO ,MARY ANN MS.

Business Name

ORIGINAL

resolving the issue. eplendl

ORIGINAL

Request No. 320172T

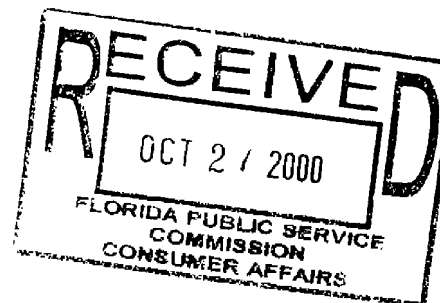
Name AMATO ,MARY ANN MS.

Business Name

PAGE NO: 4

*Mary Ann Amato*  
*501 Woodstork Circle*  
*Bradenton, Florida 34209 USA*  
*Tel: 941 792 9159 941 795 0552*

Florida Public Service Commission  
Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399



TO THE ATTENTION OF: TARRAH GORDON

DATE: October 24, 2000

Dear Tarrah Gordon,

This is to thank you for your in-depth research into the slamming which took place in June of this year concerning my long distance telephone carrier and a group called WEBNET COMMUNICATIONS.

Your prompt attention to the problem and the settlement you were able to make on my behalf is truly appreciated.

It is comforting to know that the consumer division is truly effective and that personnel such as yourself are efficient and attentive and dedicated to consumer problems.

Most sincerely,

A handwritten signature in cursive script, appearing to read "Mary Ann Amato".

Mary Ann Amato

REF. # - 320172T

ORIGINAL

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 9, 2000

Ms. Mary Ann Amato  
501 Woodstork Circle  
Bradenton, FL 34209

RE: 320172T

Dear Ms. Amato:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$11.48 to the account on June 8, 2000. This credit was sent in the form of a reimbursement check. You should have already received this refund check. Webnet also issued a credit of \$70.43 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles.

**ORIGINAL**

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

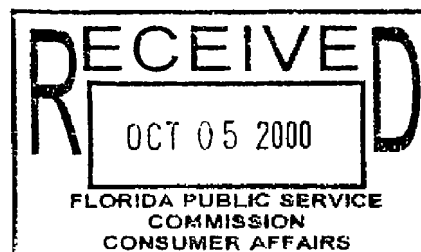


WebNet Communications, Inc.

October 3, 2000

VIA FIRST CLASS MAIL

Ms. Tarrah Gordon  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



*Re: - Mary Ann Amato Ref# - 320172T*

Dear Ms. Tarrah Gordon:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Mary Ann Amato ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$70.43. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

**ORIGINAL**

Ms. Tarrah Gordon  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Mary Ann Amato  
501 Woodstock Circle  
Breadenton, FL 34209

**ORIGINAL**

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Page 127 of 659

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 320172 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ORIGINAL

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4





*Fax  
cats  
from  
ally*

STAMP & RETURN

WebNet Communications, Inc.

June 14, 2000

**VIA FIRST CLASS MAIL**

Ms. Tarrah Gordon  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

*CTD  
attached*

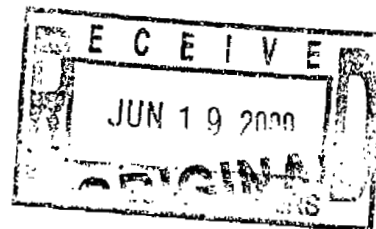
**Re: Mary Ann Amato  
Request No. 320172T**

Dear Ms. Gordon:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Mary Ann Amato ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$11.48. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

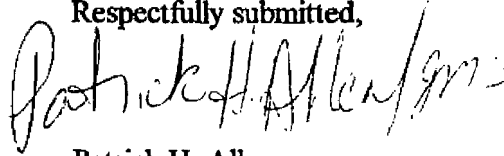


**ORIGINAL**

Ms. Tarrah Gordon  
June 14, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Patrick H. Allen/gms".

Patrick H. Allen

Enclosures

cc: Mary Ann Amato  
501 Wood Stork Circle  
Bradenton, FL 34029

ORIGINAL



**WebNet Communications, Inc.**

---

June 14, 2000

**VIA FIRST CLASS MAIL**

Ms. Tarrah Gordon  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

***Re: Mary Ann Amato  
Request No. 320172T***

Dear Ms. Gordon:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Mary Ann Amato ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$11.48. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

**ORIGINAL**

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

DOCKET No 001109-T1  
EXHIBIT MW-2

Page 131 of 659

6/8/2000

PAY TO THE ORDER OF Mary Ann Amato

\$ \*\*11.48

Eleven and 48/100\*\*\*\*\*

Mary Ann Amato  
501 Wood Stork Circle  
Bradenton, FL 34029



MEMO 941-792-915

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNI.

Mary Ann A:  
Refunds

6/8/2000

1

11.

Checking - Fidelity 941-792-9159

11.



ORIGINAL

STATE OF FLORIDA

Page 132 of 659

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

June 8, 2000

Ms. Mary Ann Amato  
501 Woodstork Circle  
Bradenton, FL 34209

**RE: FPSC Inquiry #320172T**

Dear Ms. Amato:

Thank you for contacting the Florida Public Service Commission about WebNet Communications, Inc. I appreciate the opportunity to help you.

We have asked the company to contact you to resolve the problem and provide us with a detailed, written report explaining its resolution of the matter. I will follow up with you regarding the results of our investigation.

If you have any questions, please call me toll-free at 1-800-342-3552, or by toll-free fax at 1-800-511-0809, or my e-mail at [tgordon@psc.state.fl.us](mailto:tgordon@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read "T. Gordon", written over a horizontal line.

Tarrah V. Gordon  
Regulatory Specialist I  
Division of Consumer Affairs

TVG:ewe

TO: FLORIDA PUBLIC SERVICES UTILITIES COMMISSION  
FROM: Mary Ann Amato, 501 Woodstork Circle, Bradenton, Florida 34209  
Tel: 941 792 9159 Fax 941 795 0552  
DATE: June 5, 2000

This is to notify you of a scam operation regarding Long Distance Server Changes.

On April 20th ILD TELESERVICES, Billing on Behalf of WEBNET 1 800 433 4518 Supervisors Number 1 877 880 0166 changed over my LONG DISTANCE, INTERNATIONAL and INTRA-STATE carrier from MCI to their services. This went into effect without my authorization.

My recollection of their unsolicited telephone call required that I give them my name and address when I rejected their sales offer of better rates and their appeal to change carriers. I suggested they could mail their information to me for my consideration. I affirmed I do no sales transactions over the telephone.

When and I received my bill April/ May Bill from GTE, I immediately telephoned the WEBNET 1-800 433 4518 number and after a long wait did speak to a representative. I questioned who they were and how and why I was now being billed by WEBNET when my carrier is MCI.

To this they played a tape of my voice giving them my name and address. I asked if they had a recording of why I was giving a name and address to them. At that point the representative became rude and abusive and when I asked to speak to her supervisor, she said the supervisor would call me. That was three weeks ago. I have never heard from them. I have tried the so-called supervisor's number 1 877 880 0166 innumerable times. It says all lines are busy and asks that you call back later.

The bill from this company reflected outrageously high charges on all calls and would have been one-fifth the charge had it gone through MCI.

GTE has kindly credited my account with those charges and MCI is covering the cost of the carrier changes that have to be made and at GTE's suggestion carrier change restrictions have been placed on my records.

Even if this ILD TELESERVICE, calling themselves WEBNET was in business for only a one-month period, it has no doubt made thousands of dollars from unsuspecting people whose voices were recorded, without notice that such taping was taking place, and this translated by this company to mean they are given authorization for carrier change.

I am writing to alert this Commission of this telephone server scam and believe that some action must immediately be taken against them.

Thank you for giving this matter your time and attention.

Sincerely,



Mary Ann Amato

ORIGINAL  
OFFICE

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

DATE: 6-6-00

TO: Patrick Allen

OFFICE/BUSINESS: Webb & Communications

FAX NUMBER: 703-714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: Request # 320172T

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

OPTIONAL

Request No. 320198TName PIERCE ,MICHELLE MRS

Business Name \_\_\_\_\_

<p align="center"><b>Consumer Information</b></p> <p>Name: MICHELLE PIERCE</p> <p>Business Name:</p> <p>Svc Address: 821 HI STREET</p> <p>County: Palm Beach      Phone: (561)-963-6372</p> <p>City/Zip: Lake Worth      / 33461-</p> <p>Account Number:</p> <p>Caller's Name: MICHELLE      PIERCE</p> <p>Mailing Address: 821 HI STREET</p> <p>City/Zip: Lake Worth ,FL 33461-</p> <p>Can Be Reached: (356)-733-2121</p>	<p align="center"><b>Florida Public Service</b></p> <p align="center"><b>Commission - Consumer Request</b></p> <p align="center"><b>2540 Shumard Oak Boulevard</b></p> <p align="center"><b>Tallahassee, Florida 32399</b></p> <p align="center"><b>850-413-6100</b></p>	<p align="center"><b>PSC Information</b></p> <p>Assigned To: VICTOR MCKAY</p> <p>Entered By: RLOGAN</p> <p>Date: 06/06/2000</p> <p>Time: 13:58</p> <p>Via: PHONE</p> <p align="center">(Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p>
	<p align="center"><b>Utility Information</b></p> <p>Company Code: TJ299</p> <p>Company: WEBNET COMMUNICATIONS, INC.</p> <p>Attn. Helein-Scott Jane320198T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 06/21/2000</p> <p>Fax: 9W1,800-815-0348</p>	<p>Supmntl Rpt Req'd: 09/07/2000</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 06/19/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: NJS</p> <p>Date: 11/06/2000</p> <p>Closeout Type: LS-13</p> <p>Apparent Rule Violation: Y</p>

Customer states that she was switched from BellSouth local long distance and AT&T to WebNet without authorization or request. Customer states she has returned to her carrier of choice. She states that she was contacted on the phone by someone offering \$100 if she would give her name and number. They also asked her to say yes if she wanted more information. She states that she never spoke to a human only an automated voice. She never agreed to switch service only asking for more information. She states that she previously was with BellSouth at \$30.00 a month for unlimited toll calls. She states that they claimed to be Sprint on the phone but never told her of any change in her phone service.

Please credit the customer for the improper switch. Please rerate the customer back to her previous charges that she was paying with BellSouth.

Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an

Request No. 320198TName PIERCE ,MICHELLE MRS

Business Name \_\_\_\_\_

PAGE NO: 1



adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Ray Logan  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

06/19/2000: Received report via US Mail. CD attached. C. Sirianni

09/07/2000 Reviewed report and third party verification. It appears that the verifier states thank you for choosing WebNet as your long distance provider. The verifier states the customer should spell their name as it should appear on the \$100.00 check. Customer gives her name as Michelle, but does not provide a last name. The verifier states the customer should say her address. The customer gives the address.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed. The customer does not offer her last name or birthdate.

The company issued credit of \$18.91 to the account on June 14, 2000. This credit was sent in the form of a reimbursement check. eplendl

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change;

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Request No. 320198T	Name PIERCE ,MICHELLE MRS	Business Name
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PAGE NO: 2

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed. The customer does not offer her last name or birthdate.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000.  
eplendl

10-05-2000 Reply received via US Mail. RLogan

10/5/2000: REPORT RECEIVED: ACCORDING TO THE COMPANY'S'S REPORT A CREDIT FOR THE AMOUNT OF \$57.19 WAS ISSUED TO THE CUSTOMER. NO THIRD PARTY VERIFICATION TAPE OR LOA WAS PROVIDED TO CONFIRM PROOF OF AUTHORIZATION.

11/8/2000: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

STATE OF FLORIDA

Page 138 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

November 21, 2000

Ms. Michelle Pierce  
821 Hi Street  
Lake Worth, FL 33461

**RE: Case #320198T**

Dear Ms. Pierce:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to WebNet Communications, Inc. (WebNet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Ms. Michelle Pierce  
Page 2  
November 21, 2000

Since none of these conditions have been met, it appears that WebNet has violated PSC rules. As a result, we have charged this company with an apparent rule infraction. The company has issued a credit of \$57.19 to your account to cover the cost of switching back to your preferred company and to rerate the calls you were billed to the rate you would have paid your preferred company. This credit should appear within one or two billing cycles. If you do not see this credit on your telephone bill within the next two billing cycles, please contact me.

As information, the PSC has implemented some of the most stringent anti-slamming rules in the nation as a result of testimony provided by citizens at hearings the PSC held around the state. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by e-mail at [nsantiag@psc.state.fl.us](mailto:nsantiag@psc.state.fl.us).

Sincerely,



Noelia J. Santiago  
Regulatory Specialist II  
Division of Consumer Affairs

NJS:ewe

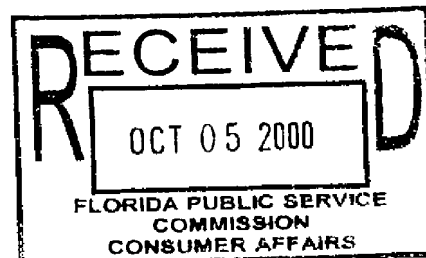


WebNet Communications, Inc.

October 3, 2000

VIA FIRST CLASS MAIL

Mr. Victor McKay  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



Re: Michelle Pierce Ref# ~~302198T~~

320198

Dear Mr. Victor McKay:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Michelle Pierce ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$57.19. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

Mr. Victor McKay

ORIGINAL

October 3, 2000  
Page 2 of 2

Enclosures

cc: Michelle Pierce  
821 Hi St  
Lake Worth, FL 33461

ORIGINAL

ORIGINAL

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 320198 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

ORIGINAL

\*\*\*\*\* -COMM. JOURNAL- \*\*\*\*\* DATE SEP-07-2000 \*\*\*\*\* TIME 11:37 \*\*\*\*\*

Page 143 of 659

MODE = MEMORY TRANSMISSION

START=SEP-07 11:35

END=SEP-07 11:37

FILE NO.=085

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-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* - 850 413 7294- \*\*\*\*\*  
STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
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(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 320198 T

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COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

ORIGINAL





fax catb  
form only  
320198

## STAMP &amp; RETURN

WebNet Communications, Inc.

June 14, 2000

VIA FIRST CLASS MAIL

Mr. Victor McKay  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Michelle Pierce  
Request No. 320198T**

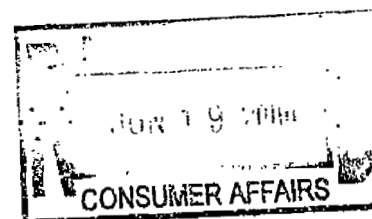
ORIGINAL

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WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$18.91. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.



WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

DOCKET No 001109-T1  
EXHIBIT MW-2

Page 145 of 659

6/8/2000

PAY TO THE ORDER OF Michelle Pierce

\$ \*\*18.91

Eighteen and 91/100\*\*\*\*\*

Michelle Pierce  
821 Hi ST  
Lake Worth, FL 33461

DOLL  
Security I  
included  
Details on

MEMO 561-963-6372

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .



WEBNET COMMUNICA  
Michelle Pier  
Refunds

6/8/2000

129

18.91

ORIGINAL

Checking - Fidelity 561-963-6372

18.91





WebNet Communications, Inc.

June 14, 2000

**VIA FIRST CLASS MAIL**

Mr. Victor McKay  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Michelle Pierce  
Request No. 320198T**

ORIGINAL

Dear Mr. McKay:

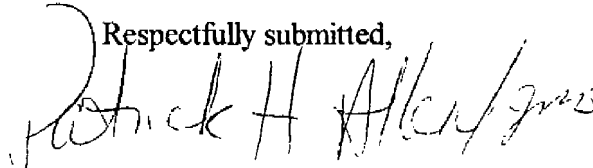
WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Michelle Pierce ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$18.91. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

Mr. Victor McKay  
June 14, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,  
  
Patrick H. Allen

Enclosures

cc: Michelle Pierce  
821 Hi Street  
Lake Worth, FL 33461

ORIGINAL

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

DOCKET No. 001109-TJ  
EXHIBIT MW-2

Page 148 of 659  
**6/8/2000**

PAY TO THE ORDER OF **Michelle Pierce**

\$ **\*\*18.91**

**Eighteen and 91/100\*\*\*\*\***

**Michelle Pierce  
821 Hi ST  
Lake Worth, FL 33461**

DOLL.  
Security I  
included.  
Debit or

MEMO **561-963-6372**

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .



WEBNET COMMUNICA  
**Michelle Pier  
Refunds**

**6/8/2000**

**129**

**18.91**

**ORIGINAL**

**Checking - Fidelity 561-963-6372**

**18.91**



Request No. 320219T

Name ASH ,THERESA MRS

Business Name

<b>Consumer Information</b>  Name: THERESA ASH  Business Name:  Svc Address: 2322 WESTEND AVENUE   County: Polk Phone: (863)-682-7370  City/Zip: Lakeland / 33803-  Account Number:  Caller's Name: THERESA ASH  Mailing Address: 2322 WESTEND AVENUE   City/Zip: LAKELAND ,FL 33803-  Can Be Reached: (863)-682-4788	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: VICTOR MCKAY Entered By: RLOGAN Date: 06/06/2000 Time: 15:18 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen320219T Response Needed From Company? Y Date Due: 06/21/2000 Fax: 6W1,202-965-3987	Supmntl Rpt Req'd: 09/07/2000 Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 06/19/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MEP Date: 10/06/2000 Closeout Type: LS-13 Apparent Rule Violation: Y

The phone numbers in dispute are:

863-682-7370

863-682-4788

Customer states they were contacted by Webnet to switch their services at 5 cents a minute. They agreed to the switch at those rates. However when they received their bill they were charged as much as 21 cents a minute for all calls. They are disputing charges totaling \$381.85 for their first bill. They contacted the company to cancel the service on 6/5/2000. At that time the company promised to rerate the calls to 7 cents a minute. The customer wants to be rated back to the 5 cents a minute rate they were promised. She will be receiving another bill from the company with more improper charges. She will be contacting us to give us the amount of that bill.

Please credit the customer back to the 5 cents a minute rate she was promised immediately on both the first

Request No. 320219T

Name ASH ,THERESA MRS

Business Name

PAGE NO: 1

month and second month's bill.

Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Ray Logan  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

06/19/2000: Received report via US Mail. CD attached. C. Sirianni

09/07/2000 Reviewed report and third party verification. It appears that the verifier states thank you for choosing WebNet as your long distance provider. The verifier states the customer should spell their name as it should appear on the \$100.00 check. Customer gives her name as Theresa Ash. The verifier states the customer should say his address. The customer gives the address. Customer offers her birthdate of March 28, 1956.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

The company issued credit of \$143.32 to the account on June 14, 2000. This credit was sent in the form of a reimbursement check. eplendl

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;

Request No. 320219T Name ASH ,THERESA MRS Business Name

PAGE NO: 2





STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 9, 2000

Ms. Theresa Ash  
2322 Westend Avenue  
Lakeland, FL 33803

RE: 320219T

Dear Ms. Ash:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$143.32 to the account on June 14, 2000. This credit was sent in the form of a reimbursement check. You should have already received this refund check. Webnet also issued a credit of \$248.58 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles.

ORIC

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Ms. Theresa Ash  
Page 2  
October 9, 2000

My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

ORIGINAL

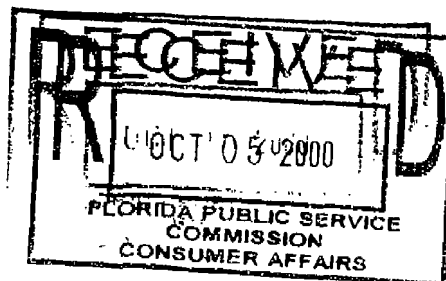


WebNet Communications, Inc.

October 3, 2000

VIA FIRST CLASS MAIL

Mr. Victor McKay  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



Re: Theresa Ash Ref# - 320219T

Dear Mr. Victor McKay:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Theresa Ash ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$248.58. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

ORIGINAL

Mr. Victor McKay  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Theresa Ash  
2322 Westend Avenue  
Lakeland, FL 33803

**ORIGINAL**

STATE OF FLORIDA

Page 156 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 320219 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

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\*\*\*\*\* -COMM. JOURNAL- \*\*\*\*\* DATE SEP-07-2000 \*\*\*\*\* TIME 11:41 \*

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MODE = BATCH TRANSMISSION

START=SEP-07 11:37

END=SEP-07 11:41

FILE NO.=006

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-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* 850 413 7294- \*\*\*\*\*

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
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## Public Service Commission

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FAX NUMBER: (850) 413-7168

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COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

ORIGINAL



STAMP RETURN

WebNet Communications, Inc.

June 14, 2000

**VIA FIRST CLASS MAIL**

Mr. Victor McKay  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

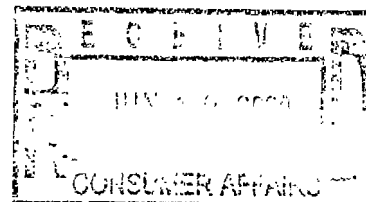
**Re: Theresa Ash  
Request No. 320219T**

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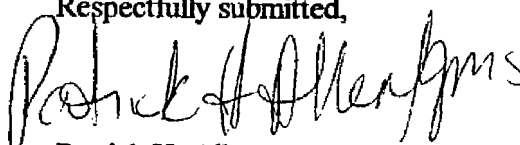


ORIGINAL

Mr. Victor McKay  
June 14, 2000  
Page 2 of 2

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Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Theresa Ash  
2322 Westend Avenue  
Lakeland, FL 33803

ORIGINAL



WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

Page 160 of 659

6/8/2000

PAY TO THE ORDER OF **Teresa Ash**

\$ \*\*143.32

One Hundred Forty-Three and 32/100\*\*\*\*\*

**Teresa Ash**  
**1112 W Beacon Rd**  
**Lakeland, FL 33803**

DOI  
Secur  
includ  
Detail

MEMO **863-682-478**

119.07(1)(z), Florida Statutes: Bank account numbers or debit, charge, or credit card numbers given to an agency for the purpose of payment of any fee or debt owing are confidential and exempt from subsection (1) and s.24(a), Art. 1 of the State Constitution . . .



WEBNET COMMUNI  
**Teresa Ash**  
**Refunds**

6/8/2000

12

143.32

Checking - Fidelity 863-682-4788

143.32



ORIGINAL



WebNet Communications, Inc.

June 14, 2000

**VIA FIRST CLASS MAIL**

Mr. Victor McKay  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Theresa Ash  
Request No. 320219T**

Dear Mr. McKay:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Theresa Ash ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$143.32. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

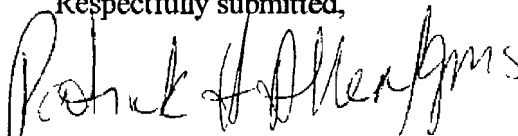
ORIGINAL

Mr. Victor McKay  
June 14, 2000  
Page 2 of 2

15120

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Patrick H. Allen".

Patrick H. Allen

Enclosures

cc: Theresa Ash  
2322 Westend Avenue  
Lakeland, FL 33803

Request No. 320358T

Name VOEHRINGER ,RICHARD MR.

Business Name

<p align="center"><b>Consumer Information</b></p> <p>Name: RICHARD C VOEHRINGER</p> <p>Business Name:</p> <p>Svc Address: 866 TOURMALINE BLVD.</p> <p>County: Palm Beach      Phone: (561)-369-5471</p> <p>City/Zip: Boynton Beach      / 33437-</p> <p>Account Number:</p> <p>Caller's Name: RICHARD C VOEHRINGER</p> <p>Mailing Address: 866 TOURMALINE BLVD.</p> <p>City/Zip: BOYNTON BEACH ,FL 33437-</p> <p>Can Be Reached: (561)-369-5471</p>	<p align="center"><b>Florida Public Service</b>  <b>Commission - Consumer Request</b>  <b>2540 Shumard Oak Boulevard</b>  <b>Tallahassee, Florida 32399</b>  <b>850-413-6100</b></p>	<p align="center"><b>PSC Information</b></p> <p>Assigned To: VICTOR MCKAY</p> <p>Entered By: AHASHISH</p> <p>Date: 06/07/2000</p> <p>Time: 14:36</p> <p>Via: MAIL  (PHONE/MAIL/FAX/E-MAIL)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <p>Supmntl Rpt Req'd:    /    /</p> <p>Certified Letter Sent:    /    /</p> <p>Certified Letter Rec'd:    /    /</p> <p>Closed by: MEP</p> <p>Date: 09/07/2000</p> <p>Closeout Type: LS-13</p> <p>Apparent Rule Violation: Y</p>
<p align="center"><b>Utility Information</b></p> <p>Company Code: TJ299</p> <p>Company: WEBNET COMMUNICATIONS, INC.</p> <p>Attn. Patrick Allen320358T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 06/22/2000</p> <p>Fax: 6W1,202-965-3987</p>	<p>Interim Report Received:    /    /</p> <p>Reply Received: 06/28/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

Please review the attached correspondence in which the customer reports the following:

Customer states that the company has slammed him. Customer states that he contacted the company and was told that the company contacted his home on April 11, 2000 and spoke to his son Joshua. Customer states that his son states that he hung up on the company. Customer states that his son is a minor. Customer states that the account was established in his name. Customer states that the company agreed to give him only partial credit. Customer states that he wants a complete credit for all charges and for all switching fees incurred. Customer states that both his intralata and interlata were changed.

Please provide LOA/Tape verification.

Please investigate this issue, contact the customer and provide me with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

*06/07/2000*

Request No. 320358T

Name VOEHRINGER ,RICHARD MR.

Business Name

PLEASE NOTE\*\* The information on this form is only a summary of the customer's concerns. Additional information, important to this matter, may be contained in the correspondence.

\*\*Inquiry taken by A. Hashisho\*\*  
ahashish@psc.state.fl.us

CONTACT NUMBERS

CAF FAX: 850/413-7168

CAF Email:pscreply@psc.state.fl.us

06/16/2000 Received returned letter. Reason no such number. Informing supervisor. kbaker

06/27/00 - Customer states that he received correspondence and a check from the company. Customer would like to speak with the analyst before he cashes the check. Customer informed that we have not yet received a response from the company. I informed the customer that he will be contacted within 24 hours. janderson

06/27/2000 Received report and verification tape via US Mail. eplendl

09/07/2000 Reviewed report and third party verification. It appears that the verifier states thank you for choosing WebNet as your long distance provider. The verifier states the customer should spell their name. Customer gives his name as Joshua Voehringer. The verifier states the customer should say his address. The customer gives the address.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed. The verifier did not obtain the date of birth.

The company issued credit of \$61.14 to the account on June 21, 2000. This credit was sent in the form of a reimbursement check. eplendl

09/07/2000 Closed by telephone conversation with Mr. Voehringer. He states that Joshua is his son, age 17 and not able to make a switch in service. He stated he received the reimbursement check and it is sufficient credit for him. He switched the local toll back to BellSouth and long distance back to Excel. He states he is now restricted to his preferred carriers. He thanked me for the assistance. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued.

Request No. 320358T

Name VOEHRINGER ,RICHARD MR.

Business Name

PAGE NO: 2

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed. The verifier did not obtain the customer's date of birth.

Request No. 320358T Name VOEHRINGER ,RICHARD MR. Business Name



WebNet Communications, Inc.

June 21, 2000

**VIA FIRST CLASS MAIL**

Mr. Victor McKay  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re:   Richard C. Voehringer  
      Request No. 320358T**

Dear Mr. McKay:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Richard C. Voehringer ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

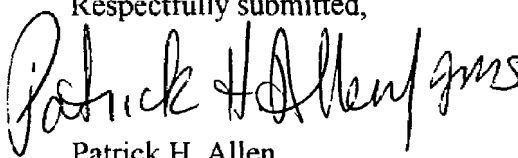
WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$61.14. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

Mr. Victor McKay  
June 20, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Patrick H. Allen / ms". The signature is written in a cursive, flowing style.

Patrick H. Allen

Enclosures

cc: Richard C. Voehringer  
866 Tourmaline Blvd.  
Boynton Beach, FL 33427



WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

6/13/2000

Y TO THE  
IDER OF **Joshua Voehringer**

\$ \*\*61.14

Sixty-One and 14/100\*\*\*\*\*

**Joshua Voehringer**  
**8666 Tourmaline Blvd**  
**Boyton Beach, FL 33437**

DOLLARS  
Security features  
included.  
Please see back

MEMO **561-369-5471**

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNI  
**Joshua Voeh**  
**Refunds**

6/13/2000

1301

61.14

Checking - Fidelity **561-369-5471**

61.14



Bill Period Date: May 22, 2000

DOCKET No 001109-TT  
EXHIBIT MW-2

[illegible]



RICHARD VOEHRINGER

Account Number: 561 369-5471 724 18

Bill Period Date: May 22, 2000

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**Helpful Numbers**

BellSouth Telecommunications, Inc. (BST)

NOTE: Numbers for other companies are listed on their bill pages.

RightTouch® Service ..... 1 800 826-62  
A quick, convenient, automated, 24 hour customer service.  
(See "Messages" section for details.)  
Please protect your RightTouch® Personal Access Code (PAC): 1924

**Billing Questions or to Place an Order:**  
If calling from within the Florida BellSouth  
service area ..... 780-23  
If calling from outside Florida or outside the  
Florida BellSouth service area ..... 1 800 753-07

**Repair:**  
If calling from within the Florida BellSouth service area ..... 6

Internet: [www.bellsouth.com](http://www.bellsouth.com)

---

**Detailed Statement of Charges**Service Provider Summary

Listed below are Local Toll and Long Distance Providers for your line(s).

<i>Line Number</i>	<i>Local Toll Company</i>	<i>Long Distance Company</i>
561 369-5471	QWEST COMMUNICATIONS	QWEST COMMUNICATIONS
561 733-3465	BELLSOUTH TELE	EXCEL TELECOM

Service Provider Contact Number

QWEST COMMUNICATIONS	1 800 860-2255
BELLSOUTH TELE	SEE HELPFUL NUMBERS
EXCEL TELECOM	1 800 875-9235

Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)

AV E054572

(continued on b.

**Detailed Statement of Charges**

<u>Monthly Local Service Charges</u>		<u>Amount</u>
<i>Monthly Local Service - May 22 thru Jun 21</i>		
<i>Basic Services</i>		
	<u>Quantity</u>	
1. FCC Local Number Portability Line Charge - Line	2 ...	.70
2. Residential Line	1 ...	10.30
3. Residential Line	1 ...	10.30
4. Emergency 911 Charge. This charge is billed on behalf of Palm Bc Univ County.	# ... **	.60
5. FCC Charge for Network Access	1 ...	3.50
6. FCC Charge for Network Access for Additional Line	1 ...	6.07
7. Telecommunications Access System Act Surcharge	2 ... **	.18
# Quantity may not apply to this service.		
Total Basic Services .....		31.65
<i>Optional Services</i>		
	<u>Quantity</u>	
8. Call Waiting	1 ...	4.10
9. Caller ID Name and Number Delivery with Anonymous Call Rejection	1 ...	7.50
10. Inside Wire Maintenance Service Plan	2 ... **	9.00
Total Optional Services .....		20.60
Total Monthly Local Service Charges .....		52.25

<u>Other Charges and Credits</u>	<u>Amount</u>
Work Completed On Apr 1, 2000	
733-3465	
11. Credit for State taxes billed in error on FCC Local Number Portability Line Charge for May and June 1999. ....	.03CRED
Total Other Charges and Credits .....	.03CRED

\*\* Unregulated Charge

Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)

AV E054572

(continue

**ORIGINAL**



RICHARD VOEHRINGER

Account Number: 561 369-5471 724 180

Bill Period Date: May 22, 2000

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**Detailed Statement of Charges**

<u>Taxes</u>	<u>Amount</u>
<b><u>Taxes on Regulated Services</u></b>	
12. Federal Tax .....	1.30
13. Florida Gross Receipts Surcharge .....	.59
14. County Tax .....	<u>2.28</u>
Total Taxes on Regulated Services .....	4.17
Total Taxes .....	4.17
 Total BellSouth Current Charges .....	 56.39

**Messages**

BellSouth is making your life simpler!

BellSouth® RightTouch® service, our automated, 24-hour customer service system, is an easy way to do business with us. Use any touch-tone phone to confirm receipt of your last payment, make bill payments, order services like Call Waiting and Caller ID, request a copy of your bill, order local telephone directories, disconnect your service, or check your account balance.

To perform many of the functions listed above, you will need your four-digit Personal Access Code (PAC) located in the Helpful Numbers section of your bill or the last four digits of the social security number associated with your account.

We even provide help on how to use telephone features. To use RightTouch® service call 1 800 826-6290.

---

Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)

AV E054572

(continued on back)

RICHARD VOEHRINGER  
Account Number: 561 369-5471 724 1805  
Bill Period Date: May 22, 2000

For Excel Telecommunications, Inc. Billing Questions, Call 1 800 875-9235

### Detailed Statement of Charges

#### Miscellaneous Charges and Credits Amount

561 733-3465

Service Provider - EXCEL

Date

1. 05/02	PRESUB CHRG .....	**	1.48
2. 05/02	UNIV SVC FD .....	**	1.20
3. 05/02	DIMEDEAL LD .....	**	1.94
Total Miscellaneous Charges and Credits .....			4.62

#### Itemized Calls Amount

561 369-5471

Service Provider - EXCEL

Direct Dialed Calls

	<u>Date</u>	<u>Place Called</u>	<u>Number Called</u>	<u>Rate*</u>	<u>Time</u>	<u>Min</u>	
4.	04/03	RALEIGH NC	919 779-9690	AD	05:36PM	1	.28
5.	04/03	RALEIGH NC	919 779-9690	AD	05:39PM	1	.28
6.	04/04	RALEIGH NC	919 779-9690	AD	02:50PM	18	4.96
7.	04/06	RALEIGH NC	919 779-9690	AD	11:37AM	16	4.41
8.	04/06	LITCHFLDPK AZ	623 536-3276	AN	11:41PM	1	.13
9.	04/08	RALEIGH NC	919 779-9690	AE	07:01PM	5	.78
10.	04/10	LITCHFLDPK AZ	623 536-3276	AE	08:18PM	29	4.50
11.	04/10	RALEIGH NC	919 779-9690	AE	09:00PM	6	.93
Total Direct Dialed Calls .....							16.27
Total Charges for 561 369-5471 .....							16.27

The above total does not include the following taxes:

Federal Tax .....	\$0.50
Florida Cross Receipts Surcharge .....	\$0.40

Total Itemized Calls ..... 16.27

\*\* Unregulated Charge

\* Taxes and Rates Applied - See Back of First Page

AV E054572

(continued)



RICHARD VOEHRINGER

Account Number: 561 369-5471 724 181

Bill Period Date: May 22, 2000



For Excel Telecommunications, Inc. Billing Questions, Call 1 800 875-9235

**Detailed Statement of Charges**

<u>Taxes</u>	<u>Amount</u>
<b><i>Taxes on Regulated Services</i></b>	
12. Federal Tax .....	.50
13. Florida Gross Receipts Surcharge .....	.40
Total Taxes on Regulated Services .....	.90
<b><i>Taxes on Unregulated Services</i></b>	
14. Federal Tax ..... **	.14
15. Florida Gross Receipts Surcharge ..... **	.11
Total Taxes on Unregulated Services .....	.25
Total Taxes .....	1.15
Total Excel Telecommunications, Inc. Current Charges .....	22.04

\*\* Unregulated Charge

This portion of your bill is provided as a service to Excel Telecommunications, Inc.

AV E054572

(continued on b:



RICHARD VOEHRINGER

Account Number: 561 369-5471 724 18

Bill Period Date: May 22, 2000



For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

**Detailed Statement of Charges**Itemized Calls

561 369-5471

Service Provider - WEBNET

Direct Dialed CallsAmount

877-662-2166

Date	Place Called	Number Called	Rate*	Time	Min	
1. 04/14	LITCHFLDPK AZ	623 536-3276	AE	10:44PM	23	1.61
2. 04/16	RALEIGH NC	919 779-9690	AE	08:55PM	8	.56
3. 04/18	FTLAUDERDL FL	954 565-4700	KE	06:27PM	1	.21
4. 04/21	RALEIGH NC	919 779-9690	AE	10:04PM	3	.21
5. 04/28	DEERFLDBCH FL	954 419-9130	KE	05:43PM	11	2.31
6. 04/29	DEERFLDBCH FL	954 419-9130	KD	10:39AM	1	.21
7. 05/02	RALEIGH NC	919 779-9690	AD	02:30PM	9	1.26
8. 05/03	FTLAUDERDL FL	954 565-4700	KD	12:38PM	1	.21
9. 05/04	FTLAUDERDL FL	954 565-4700	KD	01:55PM	11	2.31
10. 05/04	FTLAUDERDL FL	954 565-4700	KD	02:09PM	52	10.92
11. 05/04	BOSTON MA	617 375-1611	AD	02:54PM	5	.70
12. 05/04	FTLAUDERDL FL	954 565-4700	KD	03:24PM	24	5.04
13. 05/04	FTLAUDERDL FL	954 565-4700	KD	04:47PM	2	.42
14. 05/07	FTLAUDERDL FL	954 565-4700	KD	12:59PM	2	.42
15. 05/08	RALEIGH NC	919 779-9690	AD	04:06PM	1	.14
16. 05/09	FTLAUDERDL FL	954 565-4700	KD	01:42PM	3	.63
17. 05/09	RALEIGH NC	919 779-9690	AD	02:02PM	1	.14
18. 05/09	FTLAUDERDL FL	954 565-4700	KE	06:11PM	1	.21
19. 05/10	RALEIGH NC	919 779-9690	AD	03:25PM	31	4.34
20. 05/10	NEWPORT VT	802 334-5637	AE	08:43PM	10	.70
21. 05/12	FTLAUDERDL FL	954 565-4700	KD	03:55PM	1	.21
22. 05/13	DEERFLDBCH FL	954 419-9130	KD	10:32AM	8	1.68
Total Direct Dialed Calls .....						34.44
Total Charges for 561 369-5471 .....						34.44

The above total does not include the following taxes:

Federal Tax .....	\$1.06
Local Tax .....	\$1.78
Florida Gross Receipts Surcharge .....	\$0.85

\* Taxes and Rates Applied - See Back of First Page

AV E054572

(contin





RICHARD VOHRINGER

Account Number: 561 369-5471 724 18

Bill Period Date: May 22, 2000



For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

**Detailed Statement of Charges**

<u>Itemized Calls (continued)</u>	<u>Amount</u>
Total Itemized Calls .....	34.44
<u>Taxes</u>	<u>Amount</u>
<u>Taxes on Regulated Services</u>	
23. Federal Tax .....	1.06
24. Florida Gross Receipts Surcharge .....	.85
25. County Tax .....	1.78
Total Taxes on Regulated Services .....	3.69
Total Taxes .....	3.69
Total ILD Teleservices, Inc. Current Charges .....	38.13

This portion of your bill is provided as a service to ILD Teleservices, Inc.

AV E054572

ORIGINAL

HP OfficeJet  
Personal Printer/Fax/Copier

Fax Log Report

Page 177 of 659

Jun-07-00 16:00

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<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
617037141330	OK	12	Sent	Jun-07	15:56	00:03:35	002582030022

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STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

1-800-342-3552

DATE: 6-7-00

TO: Patrick Allen

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: 703-714-1330

FROM: **DIVISION OF CONSUMER AFFAIRS**

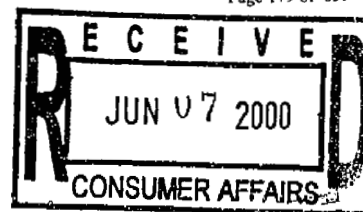
FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: Request # 3203SET

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 12

*Voehringer*  
**8666 Tourmaline Blvd  
Boynton Beach, FL 33437**



June 2, 2000

Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399

Gentlemen:

**RE; WEBNET**

I am writing to lodge a complaint against WEBNET for slamming – they transferred my local and long distance telephone service without my authorization.

This showed up on my latest bill, which is attached. When I spoke to Webnet yesterday, they said on April 11 they called my house and offered my son, Joshua, \$100 if he would authorize transferring service. Webnet says he agreed. Joshua says he hung up on them.

What's wrong with this picture? A) The service is in my name, not Joshua. B) Joshua is a minor child.

I resent being slammed and told them so. Webnet agreed to credit me \$18.99 of the \$38.00 charges incurred, saying calls direct dialed from my home that would have cost me \$0.25 per call on BellSouth, nevertheless must be paid at their rate.

I spoke to BellSouth, had my account transferred back to the original providers and "frozen" in their system so this cannot happen again.

Please add me to the no doubt ever increasing list of consumers fed up with Webnet's strong-armed tactics. Please feel free to use this communication in any way necessary to bring pressure to bear on Webnet's slimy business practices.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard C. Voehringer".

Richard C. Voehringer

enclosures

2000 JUN -7 AM 8 37  
REGISTRATION  
SECTION OF

STATE OF FLORIDA



Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER

DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DeMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

June 9, 2000

Mr. Richard C. Voehringer  
866 Tourmaline Boulevard  
Boynton Beach, FL 33437

**RE: FPSC Inquiry #320358T**

Dear Mr. Voehringer:

Thank you for contacting the Florida Public Service Commission about WebNet Communications, Inc. I appreciate the opportunity to help you.

We have asked the company to contact you to resolve the problem and provide us with a detailed, written report explaining its resolution of the matter. I will follow up with you regarding the results of our investigation.

If you have any questions, please call me toll-free at 1-800-342-3552, or by toll-free fax at 1-800-511-0809, or my e-mail at [vmckay@psc.state.fl.us](mailto:vmckay@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Victor S. McKay".

Victor S. McKay  
Regulatory Specialist I  
Division of Consumer Affairs

VSM:ewe

Request No. 320534TName PIERSON ,WILMER MR.

Business Name \_\_\_\_\_

**Consumer Information**

Name: WILMER PIERSON

Business Name:

Svc Address: 124 N ANCHORAGE DRIVE

County: Palm Beach Phone: (561)-626-6965

City/Zip: North Palm Beach / 33408-

Account Number:

Caller's Name: WILMER PIERSON

Mailing Address: 124 N ANCHORAGE DRIVE

City/Zip: North Palm Beach , FL 33408-

Can Be Reached: (561)-626-6985

**Florida Public Service  
Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Patrick Allen320534T

Response Needed From Company? Y

Date Due: 06/26/2000

Fax: 6W1,703-714-1330

Interim Report Received: / /

Reply Received: 06/27/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: ELLEN PLENDL

Entered By: EPLENDL

Date: 06/09/2000

Time: 08:21

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 06/28/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Customer states that he was switched from AT&T to WebNet without authorization or request effective May 24, 2000. Customer states that he has not been billed for any charges, but the change appears on his local billing statement. Qwest has advised the Commission that WebNet is the carrier that initiated the change in service. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

1) Provide LOA/TAPE. If it does not contain the necessary information as specified in the Florida Administrative Code rules, WebNet will be directed to pay the full reimbursement for the first 30 days of service. And an adjustment of rates to the customer's previous carrier for the balance of time on the service.

**ORIGINAL**Request No. 320534TName PIERSON ,WILMER MR.

Business Name \_\_\_\_\_

PAGE NO: 1

- 2) Issue credit for the switching fees.
- 3) Cancel the service and account.
- 4) Provide report by Friday, June 26, 2000.

Case taken by Nekey Chester  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

6/26/2000 Customer called to state that he heard the tape with his wife's voice on it agreeing to the switch when th company called him. He apologizes for any inconvenience to us. rlogan

06/27/2000 Received report and verification tape via US Mail. It appears the verification tape contains the customer's name, address and birthdate of 04/03/1918. However, the tape does not indicate the company name or the issue that the long distance service would be switched. A credit of \$10.00 was issued in the form of a check payable to the customer. eplend1

06/28/2000 Contacted LEC. BellSouth reports the service was switched to AT&T and restricted on 06/09/2000. It appears that no long distance charges were billed during the time the customer was switched. eplend1

06/28/2000 Closed by telephone conversation with the customer. Customer appears satisfied. eplend1

This inquiry is closed as an apparent rule violation for unauthorized switch in service.

**ORIGINAL**

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Request No. 320534T	Name PIERSON ,WILMER MR.	Business Name
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PAGE NO: 2



WebNet Communications, Inc.

June 21, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Wilmer Pierson  
Request No. 320534T**

Dear Ms. Plendl:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Wilmer Pierson ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

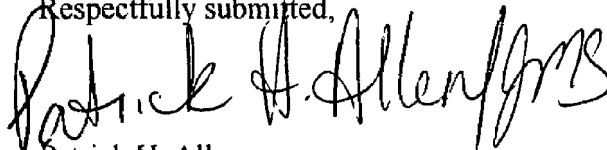
WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check for switching fees in the amount of \$10.00. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.



Ms. Ellen Plendl  
June 20, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Patrick H. Allen

7/24/2000

Enclosures

cc: Wilmer Pierson  
124 N. Anchorage Drive  
North Palm Beach, FL 33408

**Via Electronic Mail**

June 8, 2000

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: Mr. Wilmer Pierson, (561) 626-6965  
Request #320489T**

Dear Ms. Plendl:

Please be advised that Qwest Communications Corporation (Qwest) has completed a review of the issues raised in the complaint filed by Mr. Wilmer Pierson. After investigation, Qwest has determined that Mr. Pierson is a customer of *Webnet Com., Inc.*

Qwest cannot respond to this complaint as Qwest acts solely as a provider of transport services for *Webnet Com., Inc.* The company in question is a reseller of Qwest and is currently offering reseller services to other regionally based switchless resellers. The reason why Qwest appears on Mr. Pierson's phone bill, is because *Webnet Com., Inc* uses Qwest's Carrier Identification Code (CIC).

As a general rule Qwest never interfaces with the end user nor do we have access to the Letter of Agency for account numbers provisioned on behalf of the reseller. For legal reasons *Webnet Com., Inc* has the responsibility as the reseller and not Qwest. Any future correspondence regarding this case should be directed to the following:

ATTN: Rodney Harrison, Controller  
Webnet Com., Inc  
11770 Haynes Bridge Road  
Suite 205  
Alpharetta, GA 30004-1970  
Tel: (770) 751-1820

Should you have any further questions regarding this matter please feel free to contact this office.

Sincerely,

Richard Hayes  
Regulatory Specialist

HP OfficeJet  
Personal Printer/Fax/Copier

Fax Log Report

Page 186 of 659

Jun-09-00 16:17

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<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
617037141330	OK	04	Sent	Jun-09	16:16	00:01:15	002582030022

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STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

110109-TI  
MW-2

Public Service Commission

**FACSIMILE TRANSMITTAL COVER SHEET**

RE: Inquiry # 320534T

DATE: 6-9-00

TO: Patrick Allen

OFFICE/BUSINESS: Webnet Communications, Inc.

FAX NUMBER: 703-714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

**Via Electronic Mail**

June 8, 2000

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**ORIGINAL**

**Re: Mr. Wilmer Pierson, (561) 626-6965  
Request #320489T**

Dear Ms. Plendl:

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11770 Haynes Bridge Road  
Suite 205  
Alpharetta, GA 30004-1970  
Tel: (770) 751-1820

Should you have any further questions regarding this matter please feel free to contact this office.

Sincerely,

Richard Hayes  
Regulatory Specialist

HP OfficeJet  
Personal Printer/Fax/Copier

## Fax Log Report

Jun-09-00 16:17

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<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
617037141330	OK	04	Sent	Jun-09	16:16	00:01:15	002582030022

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1.3.0 2.8

**ORIGINAL**

STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

ORIGINAL

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 320534T

DATE: 6-9-00

TO: Patrick Allen

OFFICE/BUSINESS: WebNet Communicators, Inc.

FAX NUMBER: 703-714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

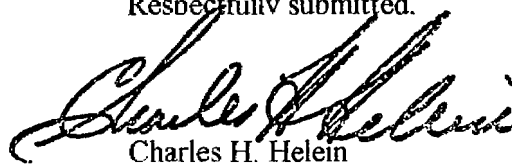
NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

ORIGINAL

Ms. Noelia Santiago  
May 16, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address

Respectfully submitted,



Charles H. Helein

Enclosures

cc: Glen Gittings  
3506 52nd Avenue  
Brandenton, FL 34210



Request No. 3160517

Name GITTINGS, GLEN MR.

Business Name

<b>Consumer Information</b> Name: GLEN R GITTINGS Business Name: Svc Address: 3506 52ND AVENUE County: Manatee Phone: (941)-739-2049 City/Zip: Bradenton / 34210- Account Number: Caller's Name: MARY L GITTINGS Mailing Address: 3506 52ND AVENUE City/Zip: Bradenton, FL 34210- Can Be Reached:	<b>Florida Public Service</b> Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	<b>PSC Information</b> Assigned to: NOELIA SANTIAGO Entered By: NCHESTER Date: 04/28/2000 Time: 08:46 Via: PHONE
	<b>Utility Information</b> Company: WEBNET COMMUNICATIONS, INC. Attn: Patrick Allen3160517 Response Needed From Company? x Date Due: 05/15/2000	Prelim Type: SLANGING PO: Supmnt Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	Closed by: Date: / / Closeout Type: Apparent Rule Violation:

Customer states that she was switched from AT&T to LCI on April 15, 2000 without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide the FL Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Nekey Chester  
FAX# 850-413-7168  
E-mail: PSCREFLY@PSC.STATE.FL.US

ORIGINAL

Request No. 3160517

Name GITTINGS, GLEN MR.

Business Name

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

Page 193 of 659  
1 1 1 4

5/9/2000

PAY TO THE ORDER OF **Glen R. Gittings** \$ \*\*10.00

Ten and 00/100\*\*\*\*\*

**Glen R. Gittings**  
**Bradenton, FL 34210**

DOLLARS  
Security features  
included.  
Details on back.

MEMO **941-739-2040**

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .



WEBNET COMMUN  
**Glen R. Gitt**  
**Refunds**

5/9/2000

1174

10.00

Checking - Fidelity **941-739-2049**

10.00

2000 MAY 9

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

Page 194 of 659

6/13/2000

THE Alice Pierson  
OF

\$ \*\*10.00

and 00/100\*\*\*\*\*

Alice Pierson  
124 Anchorage Dr. N.  
North Palm Beach, FL 33408

DOLLARS  
Security features  
included.  
Details on back.

561-626-6965



119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNICATIONS

Alice Pierson  
Refunds

6/13/2000

1302

10.00

Checking - Fidelity 561-626-6965

10.00

Request No. 320775T

Name MANTIS ,RHONDA MRS

Business Name

<b>Consumer Information</b> Name: RHONDA MANTIS Business Name: Svc Address: 13809 C ROYAL PALM COURT  County: Palm Beach Phone: (407)-499-1683 City/Zip: Delray Beach / 33484- Account Number: Caller's Name: RHONDA MANTIS Mailing Address: 13809 C ROYAL PALM COURT  City/Zip: DELRAY BEACH ,FL 33484- Can Be Reached: (407)-499-1683 E-Tracking Number:	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b> Assigned To: VICTOR MCKAY Entered By: AHASHISH Date: 06/12/2000 Time: 14:01 Via: MAIL Prelim Type: SLAMMING PO: Disputed Amt: 0.00  Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /  Closed by: MEP Date: 12/11/2000 Closeout Type: LS-13 Apparent Rule Violation: Y
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane320775T Response Needed From Company? Y Date Due: 07/03/2000 Fax: 9W1,877-550-3004 B	
	Interim Report Received: / / Reply Received: 06/27/2000 Reply Received Timely/Late: T Informal Conf.: N	

Please review the attached correspondence in which the customer reports the following:

Customer states that the company has switched their intralata service without authorization. Customer states that they received a bill for local toll calls from April 19 to May 7. Customer states that the amount charges was .21 cents per minute. Customer states that the charges total over \$60.83 plus taxes. Customer states that he will not pay the charged amount.

Please provide LOA/Tape verification by the due date.

Please investigate this issue, contact the customer and provide me with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

Request No. 320775T

Name MANTIS ,RHONDA MRS

Business Name

PAGE NO: 1

Page 195 of 659

DOCKET No. 001109-TT  
EXHIBIT MW-2

PLEASE NOTE\*\* The information on this form is only a summary of the customer's concerns. Additional information, important to this matter, may be contained in the correspondence.

\*\*Inquiry taken by A. Hashisho\*\*  
CAF FAX: 850/413-7168  
CAF Email:pscreply@psc.state.fl.us

06/27/2000 Received report and verification tape via US Mail. eplendl

07/10/00 Received additional correspondence from the consumer. The customer thanks the PSC for the assistance and credit received. However, it appears that they did not receive full credit. Customer states an outstanding charge of \$153.36 remains. Since the response has been received and the case is not closed, I will add the letter to the file. c. broome

08/17/2000 Received customer correspondence dated August 1, 2000. This correspondence will be placed with the original case file. Thank you.

09/07/2000 Reviewed report and third party verification. It appears that the verifier states thank you for choosing WebNet as your long distance provider. The verifier states the customer should spell their name. Customer gives her name as Rhoda Mantis. The verifier states the customer should say her address and birthdate. The customer gives the address and her date of birth as November 2, 1919.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

The company issued credit of \$156.68 to the account on June 21, 2000. This credit should have appeared on the account already. eplendl

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer

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Request No.	320775T	Name	MANTIS ,RHONDA MRS	Business Name	
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PAGE NO: 2

wishes to subscribe, whether or not it uses the facilities of another company;

3. Statement that the person requesting the change is authorized to request the change;

4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;

5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000.  
eplendl

12/08/2000 Reply received via US Mail. RLogan

12/11/2000 Reviewed report. Webnet advised the PSC that the company issued a credit of \$156.68 to the account on June 14, 2000. This credit was sent in the form of a reimbursement check. The customer should have already received this reimbursement check. eplendl

12/11/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued.

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Request No. 320775T Name MANTIS ,RHONDA MRS Business Name

PAGE NO: 3

**Consumer Information**

Name: ANN W THROGMORTON

Business Name:

Svc Address: 5225 SW LUDLUM ST

County: Martin

Phone: (561)-286-3344

City/Zip: Palm City / 34990-

Account Number:

Caller's Name: ANN W ETHROGMORTON

Mailing Address: 5225 SW LUDLUM ST

City/Zip: Palm City ,FL 34990-

Can Be Reached: (561)-286-3344

**Florida Public Service**  
**Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Patrick Allen320809T

Response Needed From Company? Y

Date Due: 07/03/2000

Fax: 6W1,202-965-3987

Interim Report Received: / /

Reply Received: 06/26/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: VICTOR MCKAY

Entered By: KBALDWIN

Date: 06/12/2000

Time: 16:16

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: 09/07/2000

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 10/06/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Customer called stating her long distance provider had been switched from MCI to WebNet without her authorization. She noticed the change once she began to received outrageous bills. She states she never authorized this switch. Customer says now she realized that the switch occurred and she has been paying this company as well for unauthorized billing since March of 2000.

\* Please investigate this matter.

\* Provide the Commission with a detailed written report including a LOA or verification tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

\* Provide verification obtained for the change in service.

**ORIGINAL**

\* Provide applicable credit and/or balance due information on this account.

\* Confirm the customer has been contacted regarding this matter.

Case taken by Kimberly Baldwin  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

06/26/2000 Received report and verification CD via U.S. Mail. RRoland

09/07/2000 Reviewed report and third party verification. It appears that the verifier states the customer should spell their name as they want it to appear on the \$100.00 check. Customer spells her name. The verifier states the customer should say her address and birthdate. The customer gives the address and her date of birth as September 25, 1925.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

The tape does not indicate the company name or the issue that the long distance service would be switched.

The company issued credit of \$100.63 to the account on June 21, 2000. This credit should have appeared on the account already. The balance due is \$133.91, which represents all calls at a rate of \$0.07 per minute.  
eplend1

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;

*Original*

Request No. 320809T

Name THROGMORTON ,ANN MS.

Business Name



4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;

5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

The tape does not indicate the company name or the issue that the long distance service would be switched.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000. eplendl

10-05-2000 Reply received via US Mail. RLogan

10/06/2000 Reviewed report. Webnet also issued a credit of \$170.75 on October 3, 2000. You should receive this refund check in one to two billing cycles. The report advised that a copy of the refund check is included. However, a copy of this refund check was not included in the report to the PSC. A letter was sent to the customer. eplendl

10/06/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

ORIGINAL

Request No. 320809T

Name THROGMORTON ,ANN MS.

Business Name

## STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 9, 2000

Ms. Ann W. Throgmorton  
5225 SW Ludlum Street  
Palm City, FL 34990

RE: 320809T

Dear Ms. Throgmorton:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$100.63 to the account on June 21, 2000. This credit should have already appeared on the account. Webnet also issued a credit of \$170.75 on October 3, 2000. You should receive this refund check in one to two billing cycles.

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Ms. Ann W. Throgmorton

Page 2

October 9, 2000

My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

001109-TT  
EXHIBIT MW-2  
Page 202 of 659

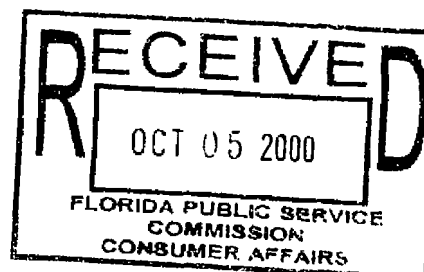


WebNet Communications, Inc.

October 3, 2000

VIA FIRST CLASS MAIL

Mr. Victor McKay  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



**Re: Ann W. Throgmorton - Ref# - 320809T**

Dear Mr. Victor McKay:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Ann W. Throgmorton ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$170.75, switching fees in the amount of \$10.00 are included. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

**ORIGINAL**

Mr. Victor McKay  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Ann W. Throgmorton  
5225 SW Ludlum ST  
Palm City, FL 34990

**ORIGINAL**

STATE OF FLORIDA

DOCKET No 001109-TI  
EXHIBIT MW-2

Page 205 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 3208C9 I

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4 *original*

\*\*\*\*\* -COMM. JOURNAL- \*\*\*\*\* DATE SEP-07-2000 \*\*\*\*\* TIME 11:44 \*\*\*\*\*

Page 206 of 659

MODE = BATCH TRANSMISSION

START=SEP-07 11:41

END=SEP-07 11:44

FILE NO.=000

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	B-OK	2	617037141330	004/004	BATCH

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* - 650 413 7294- \*\*\*\*\*  
**STATE OF FLORIDA**

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 320809 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_

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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

ORIGINAL

STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

June 15, 2000

Ms. Ann W. Throgmorton  
5225 Southwest Ludlum Street  
Palm City, FL 34990

**RE: FPSC Inquiry #320809T**

Dear Ms. Throgmorton:

Thank you for contacting the Florida Public Service Commission about WebNet Communications, Inc. I appreciate the opportunity to help you.

We have asked the company to contact you to resolve the problem and provide us with a detailed, written report explaining its resolution of the matter. I will follow up with you regarding the results of our investigation.

If you have any questions, please call me toll-free at 1-800-342-3552, or by toll-free fax at 1-800-511-0809, or my e-mail at [vmckay@psc.state.fl.us](mailto:vmckay@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read "Victor S. McKay".

Victor S. McKay  
Regulatory Specialist I  
Division of Consumer Affairs

VSM:ewe

06/15/2000





## STAMP & RETURN

WebNet Communications, Inc.

June 21, 2000

**VIA FIRST CLASS MAIL**

Mr. Victor McKay  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

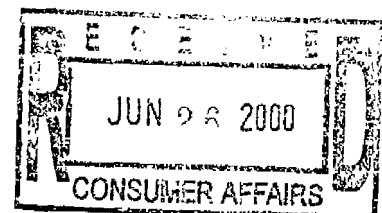
**Re: Ann W. Throgmorton  
Request No. 320809T**

Dear Mr. McKay:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Ann W. Throgmorton ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

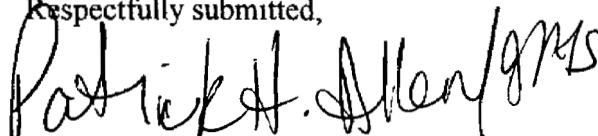
WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued a credit in the amount of \$100.63, which includes service charges of \$6.90. Please be advised that this credit may not appear for one to three billing cycles. WNC's records indicate that there is a remaining balance of \$133.91 for all long distance calls at a rate of seven (7) cents per minute. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.



Mr. Victor McKay  
June 20, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

  
Patrick H. Allen

Enclosures

cc: Ann W. Throgmorton  
5225 SW Ludlum Street  
Palm City, FL 34990

RECEIVED

Request No. 321006T

Name SYLVESTRO ,JOSEPH

Business Name

<b>Consumer Information</b>  Name: JOSEPH SYLVESTRO  Business Name:  Svc Address: 163 MAE STREET   County: Volusia Phone: (904)-345-1499  City/Zip: Oak Hill / 32759-  Account Number:  Caller's Name: JOSETTE SYLVESTRO  Mailing Address: 163 MAE STREET   City/Zip: OAK HILL ,FL 32759-  Can Be Reached: (904)-254-4000 1386	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: ELLEN PLENDL Entered By: RLOGAN Date: 06/14/2000 Time: 09:19 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen321006T Response Needed From Company? Y Date Due: 07/06/2000 Fax: 6WL703-714-1330	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 06/27/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MEP Date: 06/28/2000 Closeout Type: LS-13 Apparent Rule Violation: Y

Customer states that she was switched from AT&T to WebNet without authorization or request. Customer states she has returned to her carrier of choice. She was being billed 5 cents per minute by AT&T. Customer is disputing bill of \$75.00 that she wants credited back to her previous rates.

Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Ray Logan

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

06/27/2000 Received report and verification tape via US Mail. It appears the verification tape contains the

Request No. 321006T

Name SYLVESTRO ,JOSEPH

Business Name

AGE NO: 1

ORIGINAL

customer's name and address. However, the tape does not indicate the company name or the issue that the long distance service would be switched. A credit of \$75.81 was issued to the account on June 21, 2000. This credit includes full credit for the calls billed from 04/14/2000 through 06/14/2000 and the service charges of \$4.18 and switching fees of \$10.00. A letter was sent to the customer. eplend1

06/28/2000 Contacted LEC. BellSouth reports the service was switched to AT&T on 06/14/2000. It appears the monthly service fees were recoured to the provider. eplend1

06/28/2000 Closed by telephone conversation with the customer. Customer appears satisfied and will check to ensure that the credit appears on the account. Customer will contact BellSouth for a PIC restriction. eplend1

This inquiry is closed as an apparent rule violation for unauthorized switch in service.

ORIGINAL

Request No. 321006T Name SYLVESTRO ,JOSEPH Business Name

AGE NO: 2



WebNet Communications, Inc.

June 21, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

***Re: Joseph Sylvestro  
Request No. 321006T***

ORIGINAL

Dear Ms. Plendl:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Joseph Sylvestro ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued a full credit in the amount of \$75.81, which includes service charges of \$4.18, and switching fees of 10.00. Please be advised that this credit may not appear for one to three billing cycles. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

Ms. Ellen Plendl  
June 20, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

Enclosures

cc: Joseph Sylvestro  
163 Mae Street  
Oak Hill, FL 32759

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1000

Request No. 321006TName SYLVESTRO , JOSEPH

Business Name \_\_\_\_\_

<b>Consumer Information</b> Name: <b>JOSEPH SYLVESTRO</b> Business Name: Svc Address: <b>163 MAE STREET</b>  County: <b>Volusia</b> Phone: <b>(904)-345-1499</b> City/Zip: <b>Oak Hill / 32759-</b> Account Number: Caller's Name: <b>JOSETTE SYLVESTRO</b> Mailing Address: <b>163 MAE STREET</b>  City/Zip: <b>OAK HILL , FL 32759-</b> Can Be Reached: <b>(904)-254-4000 1386</b>	<b>Florida Public Service Commission -- Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>  <b>Utility Information</b> Company: <b>WEBNET COMMUNICATIONS, INC.</b> Attn. <b>Patrick Allen321006T</b> Response Needed From Company? <b>Y</b> Date Due: <b>07/06/2000</b>  Interim Report Received: <b>/ /</b> Reply Received: <b>/ /</b> Reply Received Timely/Late: Informal Conf.: <b>N</b>	<b>PSC Information</b> Assigned To: <b>ELLEN PLENDL</b> Entered By: <b>RLOGAN</b> Date: <b>06/14/2000</b> Time: <b>09:19</b> Via: <b>PHONE</b>  Prelim Type: <b>SLAMMING</b> PO:  Supmntl Rpt Req'd: <b>/ /</b> Certified Letter Sent: <b>/ /</b> Certified Letter Rec'd: <b>/ /</b>  Closed by: Date: <b>/ /</b> Closeout Type: Apparent Rule Violation:
--	--	--

Customer states that she was switched from AT&T to WebNet without authorization or request. Customer states she has returned to her carrier of choice. She was being billed 5 cents per minute by AT&T. Customer is disputing bill of \$75.00 that she wants credited back to her previous rates.

Please investigate this matter, contact the customer and provide the FL Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Ray Logan  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 321006TName SYLVESTRO , JOSEPH

Business Name \_\_\_\_\_

**ORIGINAL**

Request No. 321817T

Name SLOMAK ,ABRAHAM MR.

Business Name

**Consumer Information**

Name: ABRAHAM SLOMAK

Business Name:

Svc Address: 7380 S ORIOLE BLVD

APT 606 NORTH

County: Palm Beach Phone: (561)-395-8044

City/Zip: Delray Beach / 33446-

Account Number:

Caller's Name: ABRAHAM SLOMAK

Mailing Address: 7380 S ORIOLE BLVD

APT 606 NORTH

City/Zip: DELRAY BEACH ,FL 33446-

Can Be Reached: (561)-395-8044

**Florida Public Service  
Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Patrick Allen321817T

Response Needed From Company? Y

Date Due: 07/14/2000

Fax: 6W1,202-965-3987

Interim Report Received: / /

Reply Received: 07/17/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: RANDY ROLAND

Entered By: RGILLAND

Date: 06/22/2000

Time: 08:06

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: 09/07/2000

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 10/06/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Customer states that his service was switched from MCI LD to WebNet and his local service from BST to WebNet. Customer does not have a bill, so he cannot dispute any monies, but is concerned when his bill comes in, that he will be told to pay an amount. Please switch customer's LD back to MCI and please switch his local service back to BellSouth. Also provide a full report to the FPSC by the due date and contact the customer ASAP in regards to complaint. Include a taped authorization or LOA with report, please.

\*\*Inquiry taken by RBGillander\*\*


pscreply@psc.state.fl.us

850-413-6131 - OFFICE

PLEASE SEND YOUR RESPONSE to FPSC VIA ONE OF THE FOLLOWING:

FAX: 850/413-7168

E-mail: pscreply@psc.state.fl.us



Request No. 321817T

Name SLOMAK ,ABRAHAM MR.

Business Name

PAGE NO: 1



Mail: 2540 Shumard Oak Blvd  
Tallahassee, FL 32399

06/28/2000 Received acknowledgement via email. Company requires phone number as they are unable to locate the customer in the database. eplendl

06/30/2000 The complaint initially submitted with wrong customer telephone number: 561-395-8044. Contacted BellSouth to obtain correct number for this customer. Correct number: 561-495-8044. RRoland

06/30/2000 FAX TO COMPANY

The correct telephone number for this customer is 561-495-8044. Please investigate customer's concerns and provide FPSC with written reponse. DUE DATE ADJUSTED TO 7/21/2000.

07-17-2000 Reply and verification received via U S Mail. VMcKay

09/07/2000 Reviewed report and third party verification. The verifier states, "Thank you for choosing WebNet as your long distance provider." It appears that the verifier states the customer should spell their name as they want it to appear on the \$100.00 check. Customer spells her name as Marilyn Slomak. The verifier states the customer should say her address and birthdate. The customer gives the address and her birthdate as September 11, 1926.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed. The customer does not offer a birthdate.

The company issued credit of \$16.63 to the account on July 6, 2000. The credit was sent in the form of a refund check. The service was canceled on June 22, 2000. eplendl

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;

Request No. 321817T

Name SLOMAK, ABRAHAM MR.

Business Name

3. Statement that the person requesting the change is authorized to request the change;

4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;

5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000.  
eplendl

10-05-2000 Reply received via US Mail. RLogan

10/06/2000 Reviewed report. Webnet also issued a credit of \$24.51 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles. The report advised that a copy of the refund check is included. However, a copy of this refund check was not included in the report to the PSC. The service was canceled on June 22, 2000. A letter was sent to the customer.  
eplendl

10/06/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

ORIGINAL

Request No. 321817T Name SLOMAK ,ABRAHAM MR. Business Name

STATE OF FLORIDA



Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ

DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 9, 2000

Mr. Abraham Slomak  
7380 S. Oriole Blvd.  
Apt. 606 North  
Delray Beach, FL 33446

RE: 321817T

Dear Mr. Slomak:

ORIGINAL

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$16.63 to the account on July 6, 2000. This credit was sent in the form of a reimbursement check. You should have already received this refund check. Webnet also issued a credit of \$24.51 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles. The account was canceled on June 22, 2000.

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. Abraham Slomak

Page 2

October 9, 2000

My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

02/24/01

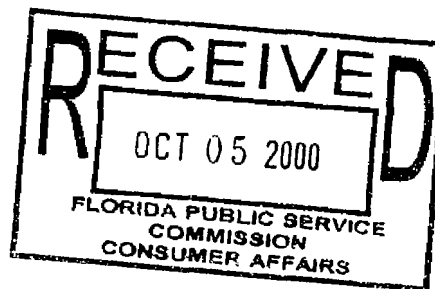


WebNet Communications, Inc.

October 3, 2000

VIA FIRST CLASS MAIL

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



*Re: Abraham Slomack - Ref# - 321817T*

Dear Mr. Randy Roland:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Abraham Slomack ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$24.51, switching fees in the amount of \$10.00 are included. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on June 22, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

**ORIGINAL**

Mr. Randy Roland  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Abraham Slomak  
7380 S Oriole Blvd #605 N  
Delray Beach, FL 33446

**ORIGINAL**

STATE OF FLORIDA

DOCKET No 001109-TI  
EXHIBIT MW-2

Page 222 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 321817 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

\*\*\*\*\* -COMM. JOURNAL- \*\*\*\*\* DATE SEP-07-2000 \*\*\*\*\* TIME 12:05 :

Page 223 of 659

MODE = MEMORY TRANSMISSION

START=SEP-07 12:03

END=SEP-07 12:05

FILE NO.=094

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	2	617037141330	004/004	00:01:10

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* 850 413 7294- \*\*\*\*\*  
STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JADER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DeMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 321817 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webcor Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4 **ORIGINAL**





STAMP & RETURN

WebNet Communications, Inc.

*fax calls  
form only*

July 12, 2000

**VIA FIRST CLASS MAIL**

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: Abraham Slomak - Case Number: 321817T**

Dear Mr. Kennedy:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Abraham Slomak ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

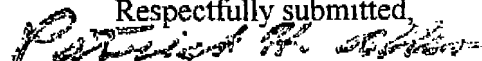
WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that service was terminated on June 22, 2000, and WNC has issued complainant a refund check in the amount of \$16.63. A copy of the refund check is attached for your review. This refund also includes service charges in the amount of \$4.52. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

*LOA* ORIGINAL

Mr. Randy Roland  
July 12, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,  


Patrick H. Allen

Enclosures

cc: Abraham Slomak  
7380 S. Oriole Boulevard  
Apt. 606 North  
DelRay Beach, FL 33446



WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/811

Page 226 of 659

7/6/2000

PAY TO THE ORDER OF Marilyn Slomak

\$ \*\*16.63

Sixteen and 63/100\*\*\*\*\*

Marilyn Slomak  
7380 S Oriole Blvd  
Delray Beach, FL 33446

DOLLARS  
Security features  
included.  
Details on back.

MEMO 561-495-8044

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

 MP

WEBNET COMMUNC  
Marilyn Slo  
Refunds

7/6/2000

1380

16.63

Checking - Fidelity 561-495-8044

16.63

 ORIGINAL



WebNet Communications, Inc.

---

July 12, 2000

**VIA FIRST CLASS MAIL**

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

***Re: Abraham Slomak - Case Number: 321817T***

Dear Mr. Kennedy:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Abraham Slomak ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

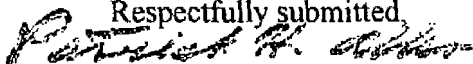
WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that service was terminated on June 22, 2000, and WNC has issued complainant a refund check in the amount of \$16.63. A copy of the refund check is attached for your review. This refund also includes service charges in the amount of \$4.52. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

 ORIGINAL

Mr. Randy Roland  
July 12, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Abraham Slomak  
7380 S. Oriole Boulevard  
Apt. 606 North  
DelRay Beach, FL 33446



WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

Page 229 of 659

7/6/2000

PAY TO THE ORDER OF Marilyn Slomak

\$ \*\*16.63

Sixteen and 63/100\*\*\*\*\*

Marilyn Slomak  
7380 S Oriole Blvd  
Delray Beach, FL 33446

DOLLARS  
Security features  
included.  
Details on back.

MEMO 561-495-8044

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .



WEBNET COMMUNC  
Marilyn Slo  
Refunds

7/6/2000

1380

16.63

Checking - Fidelity 561-495-8044

16.63

Randy Roland

DOCKET No. 001109-TI  
EXHIBIT MW-2

From: Ellen Plendl  
Sent: Thursday, June 29, 2000 7:42 AM  
To: Randy Roland  
Subject: FW: Request Number 321817T

Page 230 of 659

-----Original Message-----

From: Jane Helein [mailto:jhelein@helein.com]  
Sent: Wednesday, June 28, 2000 2:09 PM  
To: 'pscreply@psc.state.fl.us'  
Subject: Request Number 321817T

Dear Mr. Roland:

With reference to Mr. Abraham Slomak's slamming complaint against WebNet Communications, Inc., we are unable to locate this customer with the phone number (561) 395-8044 - is it possible the area code may have changed or the number was not correct? Please advise so that we may investigate this complaint further. Thank you.

ORIGINAL



Local toll Service

561-395-8044

Slomak -

-TF

305 347-5499

561-495-8044

Pat  
Godfield  
Kell Smith

### Consumer Information

Name: RICHARD GOODWIN

Business Name:

Svc Address: 2265 SE MASTER AVE

County: Saint Lucie Phone: (561)-335-0012

City/Zip: Port Saint Lucie / 34952-

Account Number:

Caller's Name: RICHARD GOODWIN

Mailing Address: 2265 SE MASTER AVE

City/Zip: PORT SAINT LUCIE ,FL 34952-

Can Be Reached: (561)-335-0012

**Florida Public Service**  
**Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

### Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Patrick Allen322172T

Response Needed From Company? Y

Date Due: 07/18/2000

Fax: 6W1,202-965-3987

Interim Report Received: / /

Reply Received: 07/11/2000

Reply Received Timely/Late: T

Informal Conf.: N

### PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: KBALDWIN

Date: 06/26/2000

Time: 14:55

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: 09/07/2000

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 10/06/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Customer called stating he has been billed by WebNet without authorization. Customer says he has been billed by WebNet for long distance as well as local long distance. He says he never spoke with anyone from WebNet, but he has been billed and continues to receive erroneous bills from WebNet. Customer says he did not realize he was slammed until this month, so he has paid WebNet for these unauthorized charges, but says he will not pay this month's bill. Customer's local carrier of choice is BellSouth and his long distance carrier of choice is AT&T.

\*\*\*NOTE\*\*\*Customer states he will be faxing in a copy of the unauthorized billing from WebNet.

\* Please investigate this matter.

\* Provide the Commission with a detailed written report including an LOA or verification tape and applicable credits for switching fees, as well as an adjustment of rate to that of the customer's preferred carrier by

Request No. 322172T Name GOODWIN ,RICHARD MR. Business Name

PAGE NO: 1



\* Confirm the customer has been contacted regarding this matter.

Case taken by Kimberly Baldwin  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

06/28/00 CUSTOMER SENT BILL COPIES. FORWARDING TO THE COMPANY TO REVIEW THEN ADDING TO THE PENDING FILE.  
C. BROOME

07-11-2000 Response and verification CD received via U S Mail. VMcKay

09/07/2000 Reviewed report and third party verification. The verifier states, "Thank you for choosing WebNet as your long distance provider." It appears that the verifier states the customer should spell their name as they want it to appear on the \$100.00 check. Customer spells his name as "D---h--d you piss me off". The verifier states the customer should say his address and birthdate. The customer gives the number 100 - 2000.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed. It appears the name, address and birthdate are considered invalid.

The company issued credit of \$24.80 to the account on June 28, 2000. The credit was sent in the form of a refund check. eplendl

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;

---

Request No. 322172T                      Name GOODWIN ,RICHARD MR. Business Name                     

PAGE NO: 2

4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;

5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed. It appears the name, address and birthdate are considered invalid.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000. eplendl

10-05-2000 Reply received via US Mail. RLogan

10/06/2000 Reviewed report. Webnet also issued a credit of \$18.63 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles. The report advised that a copy of the refund check is included. However, a copy of this refund check was not included in the report to the PSC. A letter was sent to the customer. eplendl

10/06/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

RECEIVED

Request No. 322172T Name GOODWIN ,RICHARD MR. Business Name

PAGE NO: 3

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 9, 2000

Mr. Richard Goodwin  
2265 SE Master Avenue  
Port St. Lucie, FL 34952

RE: 322172T

Dear Mr. Goodwin:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$24.80 to the account on June 28, 2000. This credit was sent in the form of a reimbursement check. You should have already received this refund check. Webnet also issued a credit of \$18.63 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles.

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. Richard Goodwin

Page 2

October 9, 2000

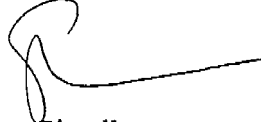
My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

ENCLOSURE

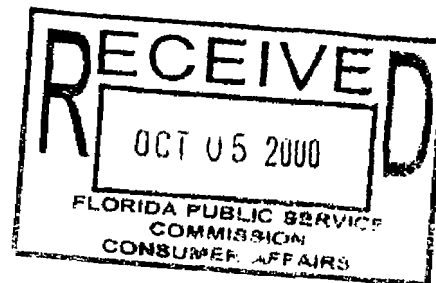


WebNet Communications, Inc.

October 3, 2000

VIA FIRST CLASS MAIL

Ms. Noelia Santiago  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



**Re: Richard Goodwin - Ref# - 322172T**

Dear Ms. Noelia Santiago:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Richard Goodwin ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$18.63, switching fees in the amount of \$10.00 are included. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

**ORIGINAL**

Ms. Noelia Santiago  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Richard Goodwin  
2265 SE Master Ave  
Port St. Lucie, FL 34952

**ORIGINAL**



RICHARD GOODWIN II

Account Number: 561 335-0012 530 0453

Bill Period Date: Jun 20, 2000

For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

### Detailed Statement of Charges

#### Itemized Calls

561 335-0012

Service Provider - WEBNET

#### Direct Dialed Calls

Date	Place Called	Number Called	Rate*	Time	Min	Amount
1. 05/18	WHBEARLAKE MN	651 429-4645	AD	10:16AM	1	.14
2. 05/23	ANGOLA IN	219 665-5639	AD	01:27PM	15	2.10
3. 05/23	WPALMBEACH FL	561 795-4178	AE	08:33PM	26	5.46
4. 05/25	WPALMBEACH FL	561 965-7054	AD	01:51PM	1	.21
5. 05/25	WPALMBEACH FL	561 951-6054	AD	01:52PM	2	.42
6. 05/25	PENSACOLA FL	850 456-5030	AD	02:02PM	1	.21
7. 05/25	PENSACOLA FL	850 456-5030	AD	02:03PM	9	1.89
8. 05/25	ANGOLA IN	219 665-5639	AD	04:45PM	9	1.26
9. 05/26	BUENA PARK CA	714 670-8214	AD	02:05PM	51	7.14
10. 05/26	WPALMBEACH FL	561 951-6054	AE	06:55PM	1	.21
Total Direct Dialed Calls .....						19.04
Total Charges for 561 335-0012 .....						19.04
The above total does not include the following taxes:						
Federal Tax .....						\$0.59
Florida Gross Receipts Surcharge .....						\$0.47
Total Itemized Calls .....						19.04

#### Taxes

#### Taxes on Regulated Services

	Amount
11. Federal Tax .....	.59
12. Florida Gross Receipts Surcharge .....	.47
Total Taxes on Regulated Services .....	1.06
Total Taxes .....	1.06

Total ILD Teleservices, Inc. Current Charges ..... 20.10

\* Taxes and Rates Applied - See Back of First Page

... of our bill is provided as a service to ILD Teleservices, Inc.

FD-080040

11-1809

PUBLIC SERVICES COMM  
COMPLAINT # 322172T

STATE OF FLORIDA

DOCKET No 001109-TI  
EXHIBIT MW-2

Page 239 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

**FACSIMILE TRANSMITTAL COVER SHEET**

RE: Inquiry # 322172 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 5



\*\*\*\*\* -COMM. JOURNAL- \*\*\*\*\* DATE SEP-07-2000 \*\*\*\*\* TIME 12:08 \*\*\*\*\*

Page 240 of 659

MODE = BATCH TRANSMISSION

START=SEP-07 12:05

END=SEP-07 12:08

FILE NO.=096

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	B-OK		617037141330	005/005	BATCH

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* - 850 413 7294- \*\*\*\*\*  
**STATE OF FLORIDA**

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
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(850) 413-6100  
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## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 322172 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

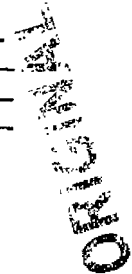
FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 5





*fax cats  
form &  
bills*

**P & RETURN**

**WebNet Communications, Inc.**

July 7, 2000

**VIA FIRST CLASS MAIL**

Ms. Noelia Santiago  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Richard Goodwin  
Request No. 322172T**

Dear Ms. Santiago:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Richard Goodwin ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC's contract with third party verification company requires the verifier to submit only good verifications, and unless there is a complaint, WNC does not receive a copy of the verification which are retained by the verifier. However, when a complaint is filed, the verification is requested and sent to WNC, and is played to determine its validity. In this case, the complainant resorted to the use of offensive and scatological responses that the automatic attendant would not have picked up on. We are warning you of the nature of this tape so that persons of sensitivity to such language are forewarned. Obviously, the verification is invalid, but the complainant would seem to have forfeited his rights to make a claim of being slammed as he willingly participated in the verification with the intent of prostituting the process.

Still, WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$24.80. A copy of the refund check is attached for your review. WNC hopes that the Commission is satisfied with the resolution of the above referenced complaint.

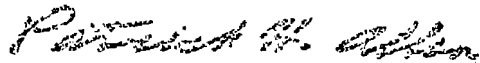
Ms. Noelia Santiago

July 7, 2000

Page 2 of 2

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Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Richard Goodwin  
2265 SE Master Avenue  
Port St. Lucie, FL 34952

001109-T1

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

DOCKET No 001109-TI  
EXHIBIT MW-2

Page 243 of 659

6/28/2000

PAY TO THE ORDER OF **Richard Goodwin**

\$ \*\*24.80

Twenty-Four and 80/100\*\*\*\*\*

**Richard Goodwin**  
2265 SE Master Av  
Port St. Lucie, FL 34952

DOLLARS  
Security features  
included.  
Details on back.

MEMO 561-335-001

119.07(1)(z), Florida Statutes: Bank account numbers or debit, charge, or credit card numbers given to an agency for the purpose of payment of any fee or debt owing are confidential and exempt from subsection (1) and s.24(a), Art. 1 of the State Constitution . . .

*Man L.*  
MP

WEBNET COMMUNC  
**Richard Go**  
Refunds

6/28/2000

1364

24.80

Checking - Fidelity 561-335-0012

24.80

001109-TI



WebNet Communications, Inc.

July 7, 2000

**VIA FIRST CLASS MAIL**

Ms. Noelia Santiago  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Richard Goodwin  
Request No. 322172T**

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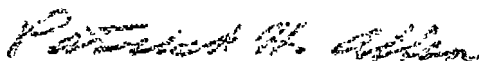
Ms. Noelia Santiago

July 7, 2000

Page 2 of 2

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Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Richard Goodwin  
2265 SE Master Avenue  
Port St. Lucie, FL 34952

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WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

DOCKET No 001109-TI  
EXHIBIT MW-2

Page 246 of 659

6/28/2000

PAY TO THE ORDER OF **Richard Goodwin** \$ \*\*24.80

**Twenty-Four and 80/100\*\*\*\*\***

DOLLARS  
Security features  
included.  
Details on back.

**Richard Goodwin  
2265 SE Master Av  
Port St. Lucie, FL 34952**

MEMO **561-335-0012**

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

*Man L.*  
MP

WEBNET COMMUNC  
**Richard Go  
Refunds**

6/28/2000 1364  
24.80

Checking - Fidelity 561-335-0012

24.80

ORIGINAL

PUBLIC SERVICE COMM.

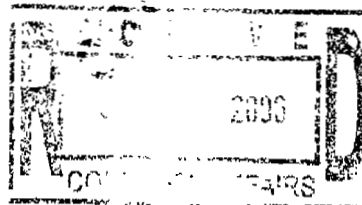
6-27-00

PER OUR PHONE CONVERSATION OF 6-26-2000,  
I AM FAXING THE BILL FROM ILL  
TELESERVICES, INC.

COMPLAINT #322172T

THANK YOU.

Rich Jackson





HP OfficeJet  
Personal Printer/Fax/Copier

Fax Log Report Page 248 of 659

Jun-29-00 09:17

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<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
617037141330	OK	05	Sent	Jun-29	09:16	00:01:27	002582030022

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ORIGINAL

STATE OF FLORIDA

Page 249 of 659

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

DATE: 6/29/00

TO: Patrick Allen

OFFICE/BUSINESS: WebNet

FAX NUMBER: 203 - 714 - 1330

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: Request # 322172T

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 5

Request No. 322213TName SELIGMAN ,FRED

Business Name \_\_\_\_\_

**Consumer Information**

Name: FRED K SELIGMAN

Business Name:

Svc Address: 400 WEST GONZALEZ STREET

County: Escambia Phone: (850)-438-3934

City/Zip: Pensacola / 32501-

Account Number:

Caller's Name: FRED K SELIGMAN

Mailing Address: 400 WEST GONZALEZ STREET

City/Zip: PENSACOLA ,FL 32501-

Can Be Reached:

**Florida Public Service  
Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Patrick Allen322213T

Response Needed From Company? Y

Date Due: 07/19/2000

Fax: 6W1,703-714-1330

Interim Report Received: / /

Reply Received: 07/11/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: NOELIA SANTIAGO

Entered By: RGILLAND

Date: 06/27/2000

Time: 08:15

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 08/11/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Customer states that he was slammed by WebNet on or around May 28, 2000. Customer states that he never authorized service from Webnet, and is seeking \$6.07 for the time he was on Webnet. Customer states that his preferred carrier is AT&T. Customer states that he has already re-established service with his preferred carrier of AT&T. Please credit customer anything due, and send a full report to the customer and the FPSC by the due date. Also include a taped authorization/LOA to the FPSC.

Complaint taken by: RBGillander

Fax: 850/413-7168

Email: pscreply@psc.state.fl.us

06/28/2000 Received acknowledgement via email. Company requires phone number as they are unable to locate the customer in the database. eplendl

**ORIGINAL**

Request No. 322213TName SELIGMAN ,FRED

Business Name \_\_\_\_\_

PAGE NO: 1

FAX TO THE COMPANY:

6/29/2000: I DIALED THE IN QUESTION AND A RECORDING CAME UP STATING THE TELEPHONE NUMBER (850)438-3934 HAS BEEN DISCONNECTED TEMPORARILY. THE NEW NUMBER IS (850) 932-7024. I CONTACTED THE LOCAL COMPANY AND I SPOKE TO MR. JOHN VERLINO AND HE CONFIRMED THAT BOTH NUMBERS WERE UNDER THE CUSTOMER'S NAME. NJS (TIME CALL WAS MADE 1:35 PM) THANKS FOR YOUR COOPERATION.NJS

07-11-2000 Response received via U S Mail. VMcKay

07/12/2000 Customer received a letter from the company and he is not happy with the response. Customer would like you to get a copy of the verification tape. He is convinced that one does not exist. Customer is requesting a return phone call. Message forwarded to NSantiago. tmorgan

07/19/00 LETTER RECEIVED FROM THE CONSUMER. HE STATES HE WOULD LIKE TO HEAR THE TAPE THE COMPANY REPORTS IT HAS OF HIS VERIFICATION. PLACING THIS INFORMATION WITH THE FILE, INFORMING N. SANTIAGO. C. BROOME

7/11/2000: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT A CREDIT IN THE AMOUNT OF \$17.68 WAS ISSUED TO THE CUSTOMER. THE CREDIT SHOULD APPPEAR WITHIN ONE TO THREE BILLING CYCLES. THIS CASE IS CLOSED AS AN INFRACTION BECAUSE NO THIRD PARTY VERIFICATION TAPE OR LOA WAS PROVIDED. THIS INFORMATION WAS NOT ON FILE AT THE TIME OF THE CASE WAS CLOSED.

8/15/2000: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

ORIGINAL

Request No. 322213T Name SELIGMAN ,FRED Business Name

PAGE NO: 2

FRED K. SELIGMAN  
400 W. GONZALEZ ST.  
PENSACOLA, FL 32501

DOCKET No 001109-T1  
EXHIBIT MW-2

Page 252 of 659

100  
100

July 17 2000.

Ms. Noelia Santiago  
Fl.Public Srvc.Cmsn  
2540 Shumard Oak Blvd.  
Tallahassee FL 32399 0850.

re:Case # 322213T Fred K Seligman.

This letter is to correct a statement made by WEBNET in the second paragraph #2"a taped verification e.t.c."

Nobody in my Household represented by phone # 850 932 7024 authorized the switching of our Long Distance Service from AT&T to WEBNET.I would like to hear the tape mentioned.

There is also a mistake in the Florida Public Srvc.Commission Request #32213T on the last line 6-29-2000.The recording on 850 438 3934 is as follows:"438 3934 please listen carefully this number has been changed temporarily to our Beach number 932 7024.

It did not say"been ~~DISCONNECTED~~.

I am looking forward hearing from you.

F.K.



**COPY**  
WebNet Communications, Inc.

Page 253 of 659

July 7, 2000

TELEDOC

**VIA FIRST CLASS MAIL**

Ms. Noelia Santiago  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

200  
342 3552  
3552

**Re: Fred K. Seligman - Case Number: 322213T**

Dear Mr. Kennedy:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Fred K. Seligman ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that service was terminated on June 14, 2000, and a credit has been issued in the amount of \$17.68, which includes service charges in the amount of \$6.06. Please be advised that these credits may take one to three billing cycles to appear. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

Orig  
1

Ms. Noelia Santiago  
July 7, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Fred K. Seligman  
400 West Gonzalez Street  
Pensacola, FL 32501

Request No. 322213T Name SELIGMAN ,FRED Business Name \_\_\_\_\_

<b>Consumer Information</b> Name: <b>FRED K SELIGMAN</b> Business Name: Svc Address: <b>400 WEST GONZALEZ STREET</b>  County: <b>Escambia</b> Phone: <b>(850)-438-3934</b> City/Zip: <b>Pensacola / 32501-</b> Account Number: Caller's Name: <b>FRED K SELIGMAN</b> Mailing Address: <b>400 WEST GONZALEZ STREET</b>  City/Zip: <b>PENSACOLA ,FL 32501-</b> Can Be Reached:	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b> Assigned To: <b>NOELIA SANTIAGO</b> Entered By: <b>RGILLAND</b> Date: <b>06/27/2000</b> Time: <b>08:15</b> Via: <b>PHONE</b>  Prelim Type: <b>SLAMMING</b> PO:
	<b>Utility Information</b> Company: <b>WEBNET COMMUNICATIONS, INC.</b> Attn. <b>Patrick Allen322213T</b> Response Needed From Company? <b>Y</b> Date Due: <b>07/19/2000</b>	Supmntl Rpt Req'd: <b>/ /</b> Certified Letter Sent: <b>/ /</b> Certified Letter Rec'd: <b>/ /</b>
	Interim Report Received: <b>/ /</b> Reply Received: <b>/ /</b> Reply Received Timely/Late: Informal Conf.: <b>N</b>	Closed by: Date: <b>/ /</b> Closeout Type: Apparent Rule Violation:

Customer states that he was slammed by WebNet on or around May 28, 2000. Customer states that he never authorized service from Webnet, and is seeking \$6.07 for the time he was on Webnet. Customer states that his preferred carrier is AT&T. Customer states that he has already re-established service with his preferred carrier of AT&T. Please credit customer anything due, and send a full report to the customer and the FPSC by the due date. Also include a taped authorization/LOA to the FPSC.

Complaint taken by: RBCillander  
Fax: 850/413-7168  
Email: pscreply@psc.state.fl.us

06/28/2000 Received acknowledgement via email. Company requires phone number as they are unable to locate the customer in the database. eplndl

FAX TO THE COMPANY:

6/29/2000: I DIALED THE IN QUESTION AND A RECORDING CAME UP STATING THE TELEPHONE NUMBER (850)438-3934 HAS BEEN DISCONNECTED TEMPORARILY. THE NEW NUMBER

Request No. 322213T Name SELIGMAN ,FRED Business Name \_\_\_\_\_



To: Patrick Allen 322213T

From: NOELIA SANTIAGO

6-25-00 1:56

DOCKET No 001109-TT  
EXHIBIT MW-2

Page 256 of 659

IS (850) 932-7024. I CONTACTED THE LOCAL COMPANY AND I SPOKE TO MR. JOHN VERLINO AND HE CONFIRMED THAT BOTH NUMBERS WERE UNDER THE CUSTOMER'S NAME. NJS  
(TIME CALL WAS MADE 1:35 PM) THANKS FOR YOUR COOPERATION.

quest No. 322213T

Name SELIGMAN , FRED

Business Name

2

ORIGINAL

Ellen Plendl

---

**From:** Jane Helein [jhelein@helein.com]  
**Sent:** Wednesday, June 28, 2000 3:28 PM  
**To:** 'pscreply@psc.state.fl.us'  
**Subject:** Cosumer Complaints

Dear Ms. Santiago,

We are in receipt of two complaints filed with the Florida PSC against WebNet Communications, Inc.

- 1) Fred K. Seligman (Request #322213T) at phone number (850) 438-3934
- 2) Donna M. Williams (Request #321993T) at phone number (954) 726-9918

Unfortunately, WebNet is unable to locate these customers. Is it possible the numbers are incorrect? Please advise, so that we may investigate and resolve quickly.

Thank you.  
Jane M. Scott



STAMP & RETURN

WebNet Communications, Inc.

July 7, 2000

**VIA FIRST CLASS MAIL**

Ms. Noelia Santiago  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

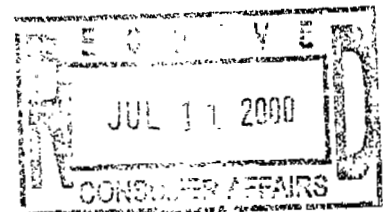
**Re: Fred K. Seligman - Case Number: 322213T**

Dear Mr. Kennedy:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Fred K. Seligman ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

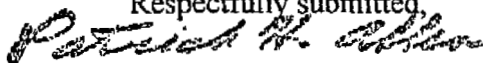
WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that service was terminated on June 14, 2000, and a credit has been issued in the amount of \$17.68, which includes service charges in the amount of \$6.06. Please be advised that these credits may take one to three billing cycles to appear. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.



Ms. Noelia Santiago  
July 7, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Fred K. Seligman  
400 West Gonzalez Street  
Pensacola, FL 32501

ORIGINAL

IS (850) 932-7024. I CONTACTED THE LOCAL COMPANY AND I SPOKE TO MR. JOHN VERLINO AND HE CONFIRMED THAT BOTH NUMBERS WERE UNDER THE CUSTOMER'S NAME. NJS  
(TIME CALL WAS MADE 1:35 PM) THANKS FOR YOUR COOPERATION.

**ORIGINAL**Request No. 322213TName SELIGMAN, FREDBusiness Name

Request No. 322524T

Name BECKER ,DANA MRS

Business Name

<b>Consumer Information</b>  Name: DANA BECKER  Business Name:  Svc Address: 3252 FOXHILL DRIVE   County: Pinellas Phone: (727)-781-4111  City/Zip: Clearwater / 33761-  Account Number:  Caller's Name: DANA BECKER  Mailing Address: 3252 FOXHILL DRIVE   City/Zip: Clearwater ,FL 33761-  Can Be Reached:	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>  <b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane322524T Response Needed From Company? Y Date Due: 07/21/2000 Fax: 9W1,800-815-0348  Interim Report Received: / / Reply Received: 09/25/2000 Reply Received Timely/Late: L Informal Conf.: N	<b>PSC Information</b>  Assigned To: NOELIA SANTIAGO Entered By: RLOGAN Date: 06/29/2000 Time: 10:16 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:  Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /  Closed by: RL Date: 11/30/2000 Closeout Type: LS-13 Apparent Rule Violation: Y
--	---	--

Customer states that she was switched from MCI to WEBNET without authorization or request. Customer states she has returned to her carrier of choice. Customer is disputing 63 cents that was billed to her for a call to Orlando.

Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Ray Logan

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

Cross reference 322523T.

**ORIGINAL**

Request No. 322524T

Name BECKER ,DANA MRS

Business Name

PAGE NO: 1

STATE OF FLORIDA

Page 262 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

December 1, 2000

Mrs. Dana Becker  
3252 Foxhill Drive  
Clearwater, FL 33761

RE: Case #322524T

Dear Mrs. Becker:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to WebNet Communications, Inc. (WebNet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mrs. Dana Becker  
Page 2  
December 1, 2000

Since none of these conditions have been met, it appears that WebNet has violated PSC rules. As a result, we have charged this company with an apparent rule infraction. The company has issued a credit of \$10.63 to your account to cover the cost of switching back to your preferred company and to rerate the calls you were billed to the rate you would have paid your preferred company. This credit should appear within one or two billing cycles. If you do not see this credit on your telephone bill within the next two billing cycles, please contact me.

As information, the PSC has implemented some of the most stringent anti-slamming rules in the nation as a result of testimony provided by citizens at hearings the PSC held around the state. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by e-mail at [rlogan@psc.state.fl.us](mailto:rlogan@psc.state.fl.us).

Sincerely,



Ray A. Logan  
Regulatory Specialist I  
Division of Consumer Affairs

RAL:ewe



## Carmen Pena

---

**From:** Carmen Pena  
**Sent:** Friday, September 01, 2000 1:39 PM  
**To:** Dick Durbin  
**Cc:** Carmen Pena; Paul Lowery; Noelia Santiago; Leroy Rasberry  
**Subject:** Webnet Communications, Inc. TJ-299

Dick: Please contact this company and ask them who the liaison is. We are faxing the complaints to Patrick Allen at (202) 965-3987.

The company in a e-mail notified us on August 28, 2000 that they did not receive inquiry number 322524T filed and faxed on June 29, 2000. Ray Logan has provided me with a copy of his fax log showing that the fax did go through, to that number on that date.

The company's communication is stating that we should forward the inquiry to a Jane M. Scott at [jhelein@helein.com](mailto:jhelein@helein.com).

Please let Paul and me know the outcome of your contact with the company. Should we need to make any changes we will proceed accordingly.

Noelia: Please e-mail this complaint to the company ([jhelein@helein.com](mailto:jhelein@helein.com)). Address it to the attention of Jane M. Scott. Thank you.

06/30/2000

# FAX LOG REPORT

DOCKET No. 001109-TI  
EXHIBIT MW-2

Status 000

Page 265 of 659

Action	Date	Time	To	From	Status	
Send	06/28/2000	13:21	Roseanne Lucas322450E	VICTOR MCKAY	0000	6W1305-552-3849
Send	06/28/2000	13:48	Jackie Vida322454G	NOELIA SANTIAGO	0000	6W1908-527-1033
Send	06/29/2000	07:02	Vince	NOELIA SANTIAGO	0000	6W1404-810-5901
Send	06/29/2000	10:18	Richard D.	RANDY ROLAND	0000	6W1703-363-4404
Send	06/29/2000	10:24	Patrick Allen322524T	NOELIA SANTIAGO	0000	6W1202-965-3987
Send	06/29/2000	11:35	Vince	TARRAH GORDON	0000	6W1404-810-5901
Send	06/29/2000	13:24	Sang Hoon Kim322570T	NOELIA SANTIAGO	0463	6W1201-947-4465
Send	06/30/2000	09:51	Sherry Cox322645T	ELLEN PLENDL	0000	6W1305-350-9091
Send	06/30/2000	10:40	Phyllis Shaw322652T	ELLEN PLENDL	0000	6W1813-829-7777
Send	06/30/2000	13:42	Sherry Cox322711T	NOELIA SANTIAGO	0000	6W1305-350-9091
Send	06/30/2000	15:39	Joel Ballew310569T	TARRAH GORDON	0000	6W1214-863-8721

did not  
need to fax anyway

Ray Logan

Page 266 of 659

**From:** Jane Scott [jhelein@helein.com]  
**Sent:** Monday, August 28, 2000 9:09 AM  
**To:** pscreply@psc.state.fl.us  
**Subject:** Request #322524T

Dear Ms. Santiago:

Our office is in receipt of correspondence on above request number - complaint filed by Dana Becker against WebNet Communications, Inc. - the correspondence states that WebNet has not responded in a timely fashion, however, our records do not show receipt of any documentation on this complaint. Please forward any information you have regarding this complaint to our attention. Thank you very much.

Jane M. Scott  
jhelein@helein.com

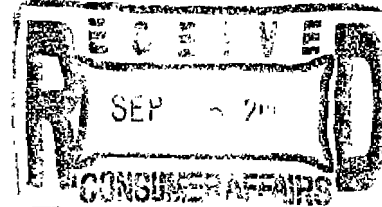


WebNet Communications, Inc.

September 19, 2000

**VIA FIRST CLASS MAIL**

Ms. Noelia Santiago  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



**Re: Dana Becker - Request No. 322524T**

Dear Ms. Santiago:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Dana Becker ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$10.63, switching fees in the amount of \$10.00 are included. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on May 12, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

ORIGINAL

Ms. Noelia Santiago  
September 19, 2000  
Page 2 of 2

Enclosures

cc: Dana Becker  
3252 Foxhill Drive  
Clearwater, FL 33761

ORIGINAL

Request No. 322524T Name BECKER, DANA MRS Business Name \_\_\_\_\_

<b>Consumer Information</b> Name: <b>DANA BECKER</b> Business Name: Svc Address: <b>3252 FOXHILL DRIVE</b>  County: <b>Pinellas</b> Phone: <b>(727)-781-4111</b> City/Zip: <b>Clearwater / 33761-</b> Account Number: Caller's Name: <b>DANA BECKER</b> Mailing Address: <b>3252 FOXHILL DRIVE</b>  City/Zip: <b>CLEARWATER, FL 33761-</b> Can Be Reached:	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b> Assigned To: <b>NOELIA SANTIAGO</b> Entered By: <b>RLOGAN</b> Date: <b>06/29/2000</b> Time: <b>10:16</b> Via: <b>PHONE</b>  Prelim Type: <b>SLAMMING</b> PO:  Supmntl Rpt Req'd: <b>/ /</b> Certified Letter Sent: <b>/ /</b> Certified Letter Rec'd: <b>/ /</b>  Closed by: Date: <b>/ /</b> Closeout Type: Apparent Rule Violation:
	<b>Utility Information</b> Company: <b>WEBNET COMMUNICATIONS, INC.</b> Attn. <b>Patrick Allen322524T</b> Response Needed From Company? <b>Y</b> Date Due: <b>07/21/2000</b>	
	Interim Report Received: <b>/ /</b> Reply Received: <b>/ /</b> Reply Received Timely/Late: Informal Conf.: <b>N</b>	

Customer states that she was switched from MCI to WEBNET without authorization or request. Customer states she has returned to her carrier of choice. Customer is disputing 63 cents that was billed to her for a call to Orlando.

Please investigate this matter, contact the customer and provide the FL Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Ray Logan  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

08-28-2000 Company states that they have not received any correspondence from the PSC. Refaxing to company. RLogan

Request No. 322524T Name BECKER, DANA MRS Business Name \_\_\_\_\_

08/01/2000

08/28/00

**WEBNET COMMUNICATIONS, INC.**  
3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

**FIDELITY NATIONAL BANK**  
ATLANTA, GA  
84-240/611

Page 270 of 659

9/12/2000

PAY TO THE ORDER OF **Dana Becker**

\$ \*\*10.63

Ten and 63/100\*\*\*\*\*

**DOLLARS**  
Security features included.  
Details on back.

**Dana Becker**  
3252 Fox Hill Dr.  
Clear Water, FL 33761

MEMO 727-781-4111

119.07(1)(z), Florida Statutes: Bank account numbers or debit, charge, or credit card numbers given to an agency for the purpose of payment of any fee or debt owing are confidential and exempt from subsection (1) and s.24(a), Art. 1 of the State Constitution . . .

**WEBNET COMMUNICATIONS, INC.**  
**Dana Becker**  
**Refunds**



9/12/2000

1607

10.63

Checking - Fidelity 727-781-4111

10.63

09/12/2000

Ray Logan

---

Page 271 of 659

**From:** Jane Scott [jhelein@helein.com]  
**Sent:** Monday, August 28, 2000 9:09 AM  
**To:** pscreply@psc.state.fl.us  
**Subject:** Request #322524T

Dear Ms. Santiago:

Our office is in receipt of correspondence on above request number - complaint filed by Dana Becker against WebNet Communications, Inc. - the correspondence states that WebNet has not responded in a timely fashion, however, our records do not show receipt of any documentation on this complaint. Please forward any information you have regarding this complaint to our attention. Thank you very much.

Jane M. Scott  
jhelein@helein.com



Request No. 322806T

Name INGBER ,BLANCH MRS

Business Name

**Consumer Information**

Name: BLANCH INGBER

Business Name:

Svc Address: 5767 HIGHLAND REACH LANE

County: Palm Beach Phone: (561)-375-9486

City/Zip: Boynton Beach / 33437-

Account Number:

Caller's Name: BLANCH INGBER

Mailing Address: 5767 HIGHLAND REACH LANE

City/Zip: BOYNTON BEACH ,FL 33437-

Can Be Reached:

**Florida Public Service  
Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Patrick Allen322806T

Response Needed From Company? Y

Date Due: 07/25/2000

Fax: 6W1,202-965-3987

Interim Report Received: / /

Reply Received: 07/24/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: RANDY ROLAND

Entered By: DFLORES

Date: 07/03/2000

Time: 09:35

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: OTHER

PO:

Supmntl Rpt Req'd: 09/07/2000

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 10/06/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Customer states that she is getting charges for a total amount of \$78.00 for calls that suppose to be 25 cents a minute with BellSouth. Customer states that her local provider is BellSouth. Please investigate this matter and provide FPSC with a detail report by due date.

DAN FLORES

FAX 850 413 7168

EMAIL PSCREPLY@PSC.STATE.FL.US

07-24-2000 Reply received via U S Mail. VMcKay

09/07/2000 Reviewed report. There was no third party verification submitted.

Request No. 322806T

Name INGBER ,BLANCH MRS

Business Name

PAGE NO: 1

DOCKET No 00109.TI  
EXHIBIT MW-2  
Page 272 of 659

The company issued credit of \$67.00 to the account on July 13, 2000. The credit was sent in the form of a refund check. eplendl

09/07/2000 FAX TO CO.

1) It appears that no verification tape was included with the company's report. If a valid verification is not submitted, then this inquiry is considered an unauthorized switch.

2) Please cancel account immediately.

2) Due to the lack of verification cd or tape, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000. eplendl

10-05-2000 Reply received via US Mail. RLogan

10/06/2000 Reviewed report. Webnet also issued a credit of \$88.64 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles. The report advised that a copy of the refund check is included. However, a copy of this refund check was not included in the report to the PSC. A letter was sent to the customer. eplendl

10/06/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

ORIGINAL

Request No. 322806T

Name INGBER ,BLANCH MRS

Business Name

PAGE NO: 2

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 9, 2000

Ms. Blanch Ingber  
5767 Highland Reach Lane  
Boynton Beach, FL 33437

RE: 322806T

Dear Ms. Ingber:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$67.00 to the account on July 17, 2000. This credit was sent in the form of a reimbursement check. You should have already received this refund check. Webnet also issued a credit of \$88.64 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles.

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Ms. Blanch Ingber

Page 2

October 9, 2000

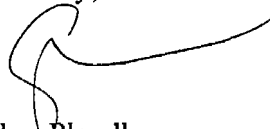
My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

ORIGINAL

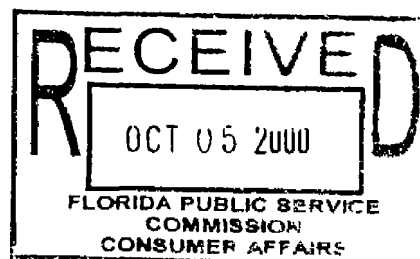


WebNet Communications, Inc.

October 3, 2000

VIA FIRST CLASS MAIL

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



**Re: Blanch Ingram Ref# - 322806T**

Dear Mr. Randy Roland:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Blanch Ingram ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$88.64, switching fees in the amount of \$10.00 are included. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

**ORIGINAL**

Mr. Randy Roland  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Blanch Ingram  
5767 Highland Beach Lane  
Boynton Beach, FL 33437

**ORIGINAL**

STATE OF FLORIDA

DOCKET No 001109-T1  
EXHIBIT MW-2

Page 278 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 322E06 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 3

\*\*\*\*\* -COMM. JOURNAL- \*\*\*\*\* DATE SEP-07-2000 \*\*\*\*\* TIME 12:08

Page 279 of 659

MODE = BATCH TRANSMISSION

START=SEP-07 12:05

END=SEP-07 12:08

FILE NO.=095

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	B-OK	*	617037141330	003/003	BATCH

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* 850 413 7294- \*\*\*\*\*  
**STATE OF FLORIDA**

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 3228000 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 3

ORIGINAL





STAMP & RETURN

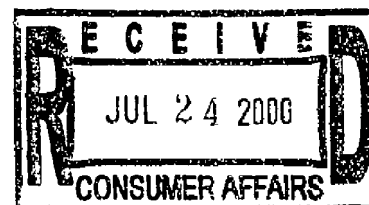
WebNet Communications, Inc.

fox  
cats form  
only

July 17, 2000

VIA FIRST CLASS MAIL

Mr. Randy Roland  
Florida Public Service Commission  
Communications Division  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



Re: **Blanch Ingber**  
**Request No. 322806T**

Dear Mr. Roland:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Blanch Ingber ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

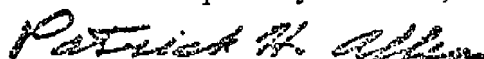
WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$67.00, which includes service charges in the amount of \$10.25. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

ORIGINAL  
2

Mr. Randy Roland  
July 17, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Blanch Ingber  
5767 Highland Reach Lane  
Boynton Beach, FL 33437

001109-T1

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

Page 282 of 659

7/13/2000

PAY TO THE ORDER OF Irving Ingber

\$ \*\*67.00

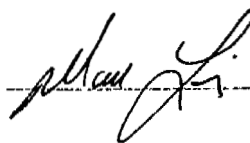
Sixty-Seven and 00/100\*\*\*\*\*

Irving Ingber

DOLLARS  
Security features  
included.  
Details on back.

MEMO 5 61-375-9486

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .



WEBNET COMMUNICATIONS  
Irving Ingber  
Refunds

7/13/2000

1398

67.00

Checking - Fidelity 51-375-9486

67.00

7-13-2000



WebNet Communications, Inc.

July 17, 2000

**VIA FIRST CLASS MAIL**

Mr. Randy Roland  
Florida Public Service Commission  
Communications Division  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re:   Blanch Ingber  
      Request No. 322806T**

Dear Mr. Roland:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Blanch Ingber ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$67.00, which includes service charges in the amount of \$10.25. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

Mr. Randy Roland  
July 17, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

Enclosures

cc: Blanch Ingber  
5767 Highland Reach Lane  
Boynton Beach, FL 33437

ORIGINAL

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

Page 285 of 659

7/13/2000

PAY TO THE ORDER OF Irving Ingber

\$ \*\*67.00

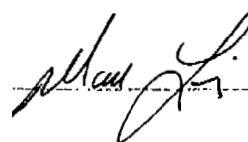
Sixty-Seven and 00/100\*\*\*\*\*

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and s.24(a), Art. 1 of the State Constitution . . .



WEBNET COMMUNICATIONS  
Irving Ingber  
Refunds

7/13/2000

1398

67.00

Checking - Fidelity 51-375-9486

67.00

7/13/2000  
67.00

Request No. 322876T

Name LAYCOCK ,THERESA MS.

Business Name

<p align="center"><b>Consumer Information</b></p> <p>Name: THERESA LAYCOCK</p> <p>Business Name:</p> <p>Svc Address: 1436 16TH AVE</p> <p>County: Indian River Phone: (561)-567-5430</p> <p>City/Zip: Vero Beach / 32960-</p> <p>Account Number:</p> <p>Caller's Name: THERESA LAYCOCK</p> <p>Mailing Address: P O BOX 5011</p> <p>City/Zip: Vero Beach ,FL 32961-</p> <p>Can Be Reached:</p>	<p align="center"><b>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</b></p>	<p align="center"><b>PSC Information</b></p> <p>Assigned To: ELLEN PLENDL</p> <p>Entered By: JANDERSO</p> <p>Date: 07/03/2000</p> <p>Time: 15:11</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: MEP</p> <p>Date: 08/07/2000</p> <p>Closeout Type: LS-13</p> <p>Apparent Rule Violation: Y</p>
	<p align="center"><b>Utility Information</b></p> <p>Company Code: TJ299</p> <p>Company: WEBNET COMMUNICATIONS, INC.</p> <p>Attn. Patrick Allen322876T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 07/25/2000</p> <p>Fax: 6W1,202-965-3987</p>	
	<p>Interim Report Received: / /</p> <p>Reply Received: 08/01/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

Customer states that she was switched from MCI to WebNet without authorization or request. Customer states she has returned to her carrier of choice. Customer states that the total disputed amount at this point is \$. Please investigate this matter and provide me with a detailed written report including a LOA or verification tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date above.

Please send all fax and e-mail responses to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by janderson

**ORIGINAL**

Request No. 322876T

Name LAYCOCK ,THERESA MS.

Business Name

PAGE NO: 1

08/01/2000 Received report and verification cd via US Mail. It appears that the verifier asks the customer to state their name as they prefer it to appear on the \$100.00 check. Customer states her name. Then the verifier asks for the address. Customer states her address. The verifier does not state that there will be a switch in service, what company the customer is switching to, that there will be a switching fee or asks if the customer is the customer of record and authorized to make a switch in service. A birthdate or other personal identifier is not asked or offered. Documentation provided to the Public Service Commission indicates the company issued a credit of \$56.94 to the account. This credit was sent under separate cover in the form of a refund check payable to you on July 18, 2000. You should receive this check in one to two billing cycles. A letter was sent to the customer. eplendl

08/03/2000 Contacted LEC. BellSouth, your local telephone company, reports the local toll and long distance services were switched and restricted to MCI WorldCom on June 27, 2000. eplendl

08/07/2000 Closed by letter. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. The verifier does not state that there will be a switch in service, what company the customer is switching to, that there will be a switching fee or asks if the customer is the customer of record and authorized to make a switch in service. A birthdate or other personal identifier is not asked or offered.

ORIGINAL

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Request No.	322876T	Name	LAYCOCK ,THERESA MS.	Business Name	
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STATE OF FLORIDA

Page 288 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

August 7, 2000

Ms. Theresa Laycock  
1436 16th Avenue  
Indian River, FL 32960

RE: 322876T

Dear Ms. Laycock:

This is a follow-up to your inquiry concerning the switch of your long distance service to WebNet. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the Public Service Commission indicates the company issued a credit of \$56.94 to the account. This credit was sent under separate cover in the form of a refund check payable to you on July 18, 2000. You should receive this check in one to two billing cycles. BellSouth, your local telephone company, reports the local toll and long distance services were switched and restricted to MCI WorldCom on June 27, 2000.

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

**ORIGINAL**

Ms. Theresa Laycock

Page 2

August 7, 2000

My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

**ORIGINAL**

STAMP & ...

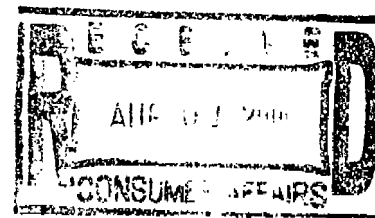


WebNet Communications, Inc.

July 26, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



**Re: Theresa Laycock - Case Number: 322876T**

Dear Ms. Santiago:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Theresa Laycock ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that service was terminated on June 27, 2000, and WNC has issued complainant a refund check in the amount of \$56.94. Service charges in the amount of \$15.64 are included in this refund as well. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

**ORIGINAL**

Ms. Ellen Plendl  
July 26, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

Enclosures

cc: Theresa Laycock  
P.O. Box 5011  
Vero Beach, FL 32960

**ORIGINAL**

COMPLAINTS RECEIVED FOR A SINGLE UTILITY  
 07/10/2000 WEBNET COMMUNICATIONS, INC. TJ199  
 RECEIVED BETWEEN 07/01/2000 AND 07/08/2000

CASE NO:	CUSTOMER NAME	DATE REC'D	ASSIGNED ANALYST	DIV.	PRE. TYPE	DUE DATE
322806T	BLANCH INGEBR	07/03/2000	RANDY ROLAND PHONE NUMBER: (561)-375-9486	CAF	IMPROPER	07/25/2000
322876T	THERESA LAYCOCK	07/03/2000	ELLEN PLENDL PHONE NUMBER: (562)-567-5430	CAF	SLAMMING	07/25/2000
323219T	MARK SHELTON	07/06/2000	TARRAH GORDON PHONE NUMBER: (305)-887-6818	CAF	SLAMMING	07/27/2000
Total	3					

ORIGINAL

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

DOCKET No 001109-T1  
EXHIBIT MW-2

Page 293 of 659

7/18/2000

PAY TO THE ORDER OF Theresa Laycock

\$ \*\*56.94

Fifty-Six and 94/100\*\*\*\*\*

Theresa Laycock  
P.O. Box 5011  
Vero Beach, FL 32960

DOLL  
Security  
included  
Details o

MEMO 561-567-5430

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNCIAT  
Theresa Layco  
Refunds



7/18/2000

140

56.94

Checking - Fidelity 561-567-5430

56.94

ORIGINAL





WebNet Communications, Inc.

July 26, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

***Re: Theresa Laycock - Case Number: 322876T***

Dear Ms. Santiago:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Theresa Laycock ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that service was terminated on June 27, 2000, and WNC has issued complainant a refund check in the amount of \$56.94. Service charges in the amount of \$15.64 are included in this refund as well. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

**ORIGINAL**

Ms. Ellen Plendl  
July 26, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

Enclosures

cc: Theresa Laycock  
P.O. Box 5011  
Vero Beach, FL 32960

**ORIGINAL**



COMPLAINTS RECEIVED FOR A SINGLE UTILITY

07/10/2000 WEBNET COMMUNICATIONS, INC.

TJ199

RECEIVED BETWEEN 07/01/2000 AND 07/08/2000

CASE NO:	CUSTOMER NAME	DATE REC'D	ASSIGNED ANALYST	DIV.	PRE. TYPE	DUE DATE
322806T	BLANCH INGBER	07/03/2000	RANDY ROLAND PHONE NUMBER: (561)-375-9486	CAF	IMPROPER	07/25/2000
322876T	THERESA LAYCOCK	07/03/2000	ELLEN PLENDL PHONE NUMBER: (561)-567-5430	CAF	SLAMMING	07/25/2000
323219T	MARK SHELTON	07/06/2000	TARRAH GORDON PHONE NUMBER: (305)-887-6818	CAF	SLAMMING	07/27/2000
Total	3					

ORIGINAL

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

DOCKET No 001109-TI  
EXHIBIT MW-2

Page 297 of 659

7/18/2000

PAY TO THE ORDER OF Theresa Laycock

\$ \*\*56.94

Fifty-Six and 94/100\*\*\*\*\*

Theresa Laycock  
P.O. Box 5011  
Vero Beach, FL 32960

DOLL  
Security  
Features  
Details

MEMO 561-567-5430 119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt



WEBNET COMMUNICATIONS Refunds  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

140

7/18/2000

56.94

Checking - Fidelity 561-567-5430

56.94

ORIGINAL



Request No. 323219T

Name SHELTON ,MARK MR.

Business Name

<b>Consumer Information</b>  Name: MARK SHELTON  Business Name:  Svc Address: 441 SWALLOW DRIVE UNIT 1  County: Dade Phone: (305)-887-6818  City/Zip: Miami / 33166-  Account Number:  Caller's Name: MARK SHELTON  Mailing Address: 441 SWALLOW DRIVE UNIT 1   City/Zip: MIAMI ,FL 33166-  Can Be Reached: (305)-599-4888	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: TARRAH GORDON Entered By: TMORGAN Date: 07/06/2000 Time: 16:07 Via: PHONE (Phone/Mail/Fax/E-Mail) Prelim Type: SLAMMING PO:  Supmntl Rpt Req'd: 09/07/2000 Certified Letter Sent: / / Certified Letter Rec'd: / /  Closed by: MEP Date: 10/06/2000 Closeout Type: LS-13 Apparent Rule Violation: Y
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen323219T Response Needed From Company? Y Date Due: 07/27/2000 Fax: 6W1,202-965-3987	
	Interim Report Received: / / Reply Received: 07/24/2000 Reply Received Timely/Late: T Informal Conf.: N	

It appears that the customer's local long distance carrier of choice was changed from BellSouth to WebNet without authorization. Customer states that he originally paid .25 for these calls with BellSouth and would never authorize a switch at a higher rate. Customer is asking to be credited the \$10.87 that WebNet has charged him, and that his service be switched back to BellSouth.

- \* Provide verification obtained for the change in service.
- \* Provide applicable credit and/or balance due information on this account.
- \* Confirm the customer has been contacted regarding this matter.

Case taken by Telsula Morgan  
FAX# 850-413-7168

**ORIGINAL**

Request No. 323219T

Name SHELTON ,MARK MR.

Business Name

E-mail: PSCREPLY@PSC.STATE.FL.US

07-24-2000 Reply and verification received via U S Mail. VMcKay

09/07/2000 Reviewed report and third party verification. It appears that the verifier states thank you for choosing WebNet as your long distance provider. The verifier states the customer should spell their name as it should appear on the \$100.00 check. Customer gives his name as Mark Shelton. The verifier states the customer should say his address. The customer gives the address. Customer offers her birthdate of July 2, 1959

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

The company issued credit of \$10.87 to the account on July 19, 2000. This credit should have already appeared on the account. The account was terminated on June 28, 2000. eplendl

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers

Request No. 323219T

Name SHELTON ,MARK MR.

Business Name

PAGE NO: 2

to be changed.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000.  
eplendl

10-05-2000 Reply received via US Mail. RLogan

10/06/2000 Reviewed report: Webnet also issued a credit of \$2.74 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles. The report advised that a copy of the refund check is included. However, a copy of this refund check was not included in the report to the PSC. The service was canceled on June 28, 2000. A letter was sent to the customer.  
eplendl

10/06/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

ORIGINAL

Request No. 323219T

Name SHELTON , MARK MR.

Business Name

STATE OF FLORIDA

Page 301 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 9, 2000

Mr. Mark Shelton  
441 Swallow Drive  
Unit #1  
Miami, FL 33166

RE: 323219T

Dear Mr. Shelton:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$10.87 to the account on July 19, 2000. This credit should have already appeared on the account. Webnet also issued a credit of \$2.74 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles. The account was canceled on June 28, 2000.

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. Mark Shelton  
Page 2  
October 9, 2000

My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Blendl  
Regulatory Specialist

Enclosure

10/10/00

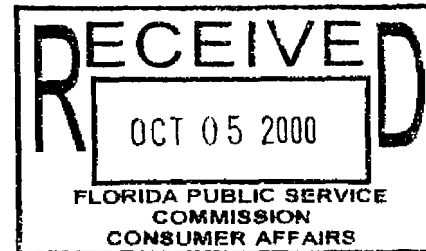


WebNet Communications, Inc.

October 3, 2000

VIA FIRST CLASS MAIL

Ms. Tarrah Gordon  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



*Re: Mark Shelton Ref# - 323219T*

Dear Ms. Tarrah Gordon:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Mark Shelton ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$2.74. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on June 28, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

ORIGINAL



Ms. Tarrah Gordon  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Mark Shelton  
441 Swallow Drive Unit 1  
Miami, FL 33166

**ORIGINAL**

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF C Page 305 of 659  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 323219 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

MODE = BATCH TRANSMISSION

START=SEP-07 11:19

END=SEP-07 11:23

FILE NO.=084

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	B-OK	2	617037141330	004/004	BATCH

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* 850 413 7294- \*\*\*\*\*

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 323219 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4



*fax cats  
form only  
b12345*

STAMP

WebNet Communications, Inc.

July 19, 2000

**VIA FIRST CLASS MAIL**

Ms. Tarrah Gordon  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Mark Shelton  
Request No. 323219T**



Dear Ms. Gordon:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Mark Shelton ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

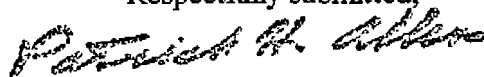
WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued a credit in the amount of \$10.87. Please be advised that this credit may take one to three billing cycles to appear on complainant's bill. WNC's records indicate the service was terminated on this account on June 28, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

Ms. Tarrah Gordon  
July 19, 2000  
Page 2 of 2

ORIGINAL  
✓

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Mark Shelton  
441 Swallow Drive, Unit 1  
Miami, FL 33166



WebNet Communications, Inc.

July 19, 2000

**VIA FIRST CLASS MAIL**

Ms. Tarrah Gordon  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Mark Shelton  
Request No. 323219T**

Dear Ms. Gordon:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Mark Shelton ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

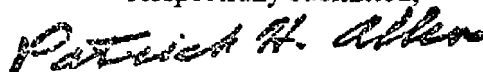
WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued a credit in the amount of \$10.87. Please be advised that this credit may take one to three billing cycles to appear on complainant's bill. WNC's records indicate the service was terminated on this account on June 28, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

Ms. Tarrah Gordon  
July 19, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Mark Shelton  
441 Swallow Drive, Unit 1  
Miami, FL 33166

Request No. 323448T

Name FETA , CARMEN MS

Business Name

<b>Consumer Information</b>  Name: CARMEN FETA  Business Name:  Svc Address: 3156 BRUNSWICK CIRCLE   County: Pinellas Phone: (727)-784-3574  City/Zip: Palm Harbor / 34684-  Account Number:  Caller's Name: DOROTHY FETA  Mailing Address: 3156 BRUNSWICK CIRCLE   City/Zip: PALM HARBOR , FL 34684-  Can Be Reached:	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: NOELIA SANTIAGO Entered By: TMORGAN Date: 07/10/2000 Time: 13:23 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:  Supmntl Rpt Req'd: 09/07/2000 Certified Letter Sent: / / Certified Letter Rec'd: / /  Closed by: MEP Date: 10/06/2000 Closeout Type: LS-13 Apparent Rule Violation: Y
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen323448T Response Needed From Company? Y Date Due: 07/31/2000 Fax: 6W1,202-965-3987	
	Interim Report Received: / / Reply Received: 07/31/2000 Reply Received Timely/Late: T Informal Conf.: N	

It appears that the customer's long distance carrier of choice was changed from AT&T to WEBNET without authorization. Customer is disputing charges that amount to \$9.31.

- \* Provide verification obtained for the change in service.
- \* Provide applicable credit and/or balance due information on this account.
- \* Confirm the customer has been contacted regarding this matter.

Case taken by Telsula Morgan  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

ORIGINAL

DOCKET No. 001109-11  
EXHIBIT NAME: 2  
Page 311 of 659

Request No. 323448T

Name FETA , CARMEN MS

Business Name



07-31-2000 Reply received U S Mail. VMcKay

09/07/2000 Reviewed report and third party verification. The verifier states, "Thank you for choosing WebNet as your long distance provider." It appears that the verifier states the customer should spell their name as they want it to appear on the \$100.00 check. Customer spells her name as Dorothy Feta. The customer asked what the name of the company was but there was no reply from the verifier. The verifier states the customer should say her address and birthdate. The customer gives the address and her birthdate as August 25, 1928.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

The company issued credit of \$9.31 to the account on July 18, 2000. The credit was sent in the form of a refund check. The service was terminated on July 11, 2000. eplend1

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

ORIGINAL

Request No. 323448T

Name FETA ,CARMEN MS

Business Name

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000.  
eplendl

10-05-2000 Reply received via US Mail. RLogan

10/06/2000 Reviewed report. Webnet also issued a credit of \$10.53 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles. The report advised that a copy of the refund check is included. However, a copy of this refund check was not included in the report to the PSC. A letter was sent to the customer. eplendl

10/06/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

ORIGINAL

STATE OF FLORIDA

Page 314 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 9, 2000

Ms. Carmen Feta  
3156 Brunswick Circle  
Palm Harbor, FL 34684

ORIGINAL

RE: 323448T

Dear Ms. Feta:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$9.31 to the account on July 26, 2000. This credit was sent in the form of a reimbursement check. You should have already received this refund check. Webnet also issued a credit of \$10.53 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles.

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Ms. Carmen Feta

Page 2

October 9, 2000

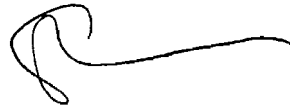
My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

0000000000



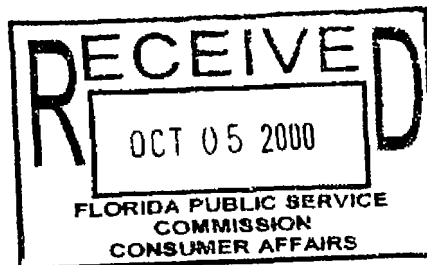
WebNet Communications, Inc.

October 3, 2000

VIA FIRST CLASS MAIL

Ms. Noelia Santiago  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

*Re: - Carmen Peta Ref# - 323448T*



Dear Ms. Santiago:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Carmen Peta ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$10.53. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

ORIGINAL  
ORIGINAL

Ms. Noelia Santiago  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Carmen Peta  
3156 Brunswick Circle  
Palm Harbor, FL 34684

**ORIGINAL**

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CON. Page 318 of 659  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 323448 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

ORIGINAL

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

MODE = MEMORY TRANSMISSION

START=SEP-07 11:52

END=SEP-07 11:54

FILE NO.=090

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
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-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* 850 413 7294- \*\*\*\*\*  
STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 323448 T

DATE: Sept. 07, 2000

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COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ORIGINAL

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4





STAMP & RETURN

WebNet Communications, Inc.

July 26, 2000

**VIA FIRST CLASS MAIL**

Ms. Noelia Santiago  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



**Re: Carmen Feta - Case Number: 323448T**

Dear Ms. Santiago:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Carmen Feta ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that service was terminated on July 11, 2000, and WNC has issued complainant a refund check in the amount of \$9.31. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

Ms. Noelia Santiago  
July 26, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

Enclosures

cc: Carmen Feta  
3156 Brunswick Circle  
Palm Harbor, FL 34684



WebNet Communications, Inc.

July 26, 2000

**VIA FIRST CLASS MAIL**

Ms. Noelia Santiago  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: Carmen Feta - Case Number: 323448T**

Dear Ms. Santiago:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Carmen Feta ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that service was terminated on July 11, 2000, and WNC has issued complainant a refund check in the amount of \$9.31. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

ORIGINAL

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

DOCKET No 001109-T1  
EXHIBIT MW-2

Page 323 of 659

PAY TO THE ORDER OF Dorothy Seta

\$ ~~9.31~~

Nine and 31/100\*\*\*\*\*

Dorothy Seta  
3156 Brunswick Circle  
Palm Harbor, FL 34684

DO  
Sec  
not  
Det

MEMO 727-784-357

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

*[Signature]*

WEBNET COMMUNI.  
Dorothy Seta  
Refunds

7/18/2000

14

9.3:

Checking - Fidelity 727-784-3574

9.3

ORIGINAL



Request No. 325013T

Name JACOBS ,SALLY MRS

Business Name

<b>Consumer Information</b>  Name: SALLY A JACOBS  Business Name:  Svc Address: 6531 SOUTHEAST FEDERAL HWY E 104  County: Martin Phone: (561)-220-3391  City/Zip: Stuart / 34997-  Account Number:  Caller's Name: SALLY A JACOBS  Mailing Address: 6531 SOUTHEAST FEDERAL HWY E 104  City/Zip: STUART ,FL 34997-  Can Be Reached:  E-Tracking Number:	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>  <b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen325013T Response Needed From Company? Y Date Due: 08/09/2000 Fax: 9W1,877-550-3004 B  Interim Report Received: / /  Reply Received: 07/31/2000 Reply Received Timely/Late: T Informal Conf.: N	<b>PSC Information</b>  Assigned To: ELLEN PLENDL Entered By: EPLENDL Date: 07/19/2000 Time: 11:50 Via: PHONE Prelim Type: SLAMMING PO: Disputed Amt: 0.00  Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /  Closed by: MEP Date: 08/03/2000 Closeout Type: LS-13 Apparent Rule Violation: Y
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Customer called to report she was slammed by WebNet. Customer states that in Mid-May she received a call twice in succession (one day, then the very next day) where they (assuming WebNet) called customer to ask her, her birthday, her SSN (she gave all this out) and her name. Customer did not know why, but she did give the information out. Customer states her provider of choice was AT&T, and she only wanted them. Customer infactly states that she never gave Qwest permission to be her LD provider. Customer received a bill June 2, 2000 from WebNet in the amount of \$34.00. Customer states this was only to cover 2 days. Customer should not be responsible. Please credit customer, and provider customer a letter and call in regards to this slamming. Please issue a report with an LOA/Taped Authorization to the FPSC by the due date.

Qwest has advised the PSC that WebNet is the carrier that initiated the switch in service.

Customer never received the check for \$100.00. Issue check for \$100.00

Request No. 325013T

Name JACOBS ,SALLY MRS

Business Name

PAGE NO: 1

Provide verification tape.

Case taken by RBGillander

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

07/31/2000 Received report via US Mail.

08/01/2000 Received verification cd via US Mail. It appears that the verifier asks the customer to state their name as they prefer it to appear on the \$100.00 check. Customer states her name. Then the verifier asks for the address. Customer states her address. The verifier does not state that there will be a switching fee or asks if the customer is the customer of record and authorized to make a switch in service. A birthdate or other personal identifier is asked but not provided by the customer. Documentation provided to the Public Service Commission indicates the company issued a credit of \$114.40 to the account. As well as a check in the amount of \$100.00. This credit was sent under separate cover in the form of a refund check payable to you on July 21, 2000. You should receive this check in one to two billing cycles. A letter was sent to the customer. eplendl

08/03/2000 Contacted LEC. BellSouth, your local telephone company, reports the long distance services were switched and restricted to AT&T effective June 16, 2000. The local toll service was switched and restricted to BellSouth effective June 16, 2000. eplendl

08/07/2000 Closed by letter. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. The verifier does not state that there will be a switching fee or asks if the customer is the customer of record and authorized to make a switch in service. A birthdate or other personal identifier is asked but not provided by the customer.

DOCKET No 001109-T1  
EXHIBIT MW-2  
Page 325 of 659

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Request No.	325013T	Name	JACOBS ,SALLY MRS	Business Name	
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<p align="center"><b>Consumer Information</b></p> <p>Name: SUSAN GIVEON</p> <p>Business Name:</p> <p>Svc Address: 22580 LANDYARD ST</p> <p>County: Palm Beach      Phone: (561)-483-2254</p> <p>City/Zip: Boca Raton      / 33428-</p> <p>Account Number:</p> <p>Caller's Name: SUSAN      GIVEON</p> <p>Mailing Address: 22580 LANDYARD ST</p> <p>City/Zip: Boca Raton , FL 33428-</p> <p>Can Be Reached:</p>	<p align="center"><b>Florida Public Service</b></p> <p align="center"><b>Commission - Consumer Request</b></p> <p align="center"><b>2540 Shumard Oak Boulevard</b></p> <p align="center"><b>Tallahassee, Florida 32399</b></p> <p align="center"><b>850-413-6100</b></p>	<p align="center"><b>PSC Information</b></p> <p>Assigned To: ELLEN PLENDL</p> <p>Entered By: EPLENDL</p> <p>Date: 07/19/2000</p> <p>Time: 11:52</p> <p>Via: PHONE</p> <p align="center">(Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p>
	<p align="center"><b>Utility Information</b></p> <p>Company Code: TJ299</p> <p>Company: WEBNET COMMUNICATIONS, INC.</p> <p>Attn. Patrick Allen325014T</p> <p>Response Needed From Company?    Y</p> <p>Date Due: 08/09/2000</p> <p>Fax:</p>	<p>Supmntl Rpt Req'd:    /    /</p> <p>Certified Letter Sent:    /    /</p> <p>Certified Letter Rec'd:    /    /</p>
	<p>Interim Report Received:    /    /</p> <p>Reply Received: 07/31/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: MEP</p> <p>Date: 09/06/2000</p> <p>Closeout Type: LS-13</p> <p>Apparent Rule Violation: Y</p>

Customer states that she was switched from Biz-tel to WebNet without authorization or request for long distance service. The customer's local toll service was also switched from BellSouth to WebNet without authorization or request. The customer states that calls to her local toll area are billed at a rate of 25 cents per call while your company bills on a per minute rate. Customer states she has returned to her carrier of choice. Customer states that the total disputed amount at this point is \$16.66. Please investigate this matter and provide me with a detailed written report including a LOA or verification tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date above.

Qwest has advised the PSC that WebNet is the carrier that initiated the switch in service.

Customer never received the check for \$100.00. Issue check for \$100.00

Request No. 325014T

Name GIVEON , SUSAN MRS

Business Name

PAGE NO: 1

Page 326 of 659

DOCKET No 001109-TT  
EXHIBIT MW-2

Provide verification tape.

Please send all fax and e-mail responses to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by janderson

07/31/2000 Received report and verification cd via US Mail. The verifier thanks the customer for choosing WebNet as the long distance provider. It appears that the verifier asks the customer to state their name as they prefer it to appear on the \$100.00 check. Customer states her name. Then the verifier asks for the address. Customer states her address. The verifier does not state that there will be a switching fee or asks if the customer is the customer of record and authorized to make a switch in service. A birthdate or other personal identifier is asked and offered as 03/07/53. Documentation provided to the Public Service Commission indicates the company issued a credit of \$100.00 and \$38.28 to the account. These credits were sent under separate cover in the form of refund checks payable to you on July 21, 2000. You should receive these checks in one to two billing cycles. A letter was sent to the customer. eplendl

08/03/2000 Contacted LEC. BellSouth, your local telephone company, reports the long distance service was switched and restricted to Biz Tel effective July 14, 2000. The local toll service was switched and restricted to BellSouth effective July 14, 2000. eplendl

08/07/2000 Closed by letter. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. The verifier does not state that there will be a switching fee or asks if the customer is the customer of record and authorized to make a switch in service. Credit issued.

11/27/2000 Customer correspondence received via U.S. mail, copy to Ellen Plendl, and add to file.

Request No. 325014T

Name GIVEON ,SUSAN MRS

Business Name

PAGE NO: 2

Page 127 of 659

DOCKET No 001109-T1  
EXHIBIT MW-2



STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

DOCKET No 001109-T1  
EXHIBIT MW-2

Page 328 of 659

## Public Service Commission

August 14, 2000

**ORIGINAL**

Ms. Susan Giveon  
22580 Landyard Street  
Boca Raton, FL 33428

RE: 325014T

Dear Ms. Giveon:

This is a follow-up to your inquiry concerning the switch of your long distance service to WebNet. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the Public Service Commission indicates the company issued a credit of \$100.00 and \$38.28 to the account. These credits were sent under separate cover in the form of refund checks payable to you on July 21, 2000. You should receive these checks in one to two billing cycles.

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Ms. Susan Giveon

Page 2

August 14, 2000

BellSouth, your local telephone company, reports the long distance service was switched and restricted to Biz Tel effective July 14, 2000. The local toll service was switched and restricted to BellSouth effective July 14, 2000.

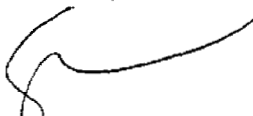
My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,

  
Ellen Plendl  
Regulatory Specialist

ORIGINAL

Enclosure

STAMP & RETU. Page 330 of 659



WebNet Communications, Inc.

July 28, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Susan Giveon  
Request No. 32504T**

Dear Ms. Plendl:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Susan Giveon ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

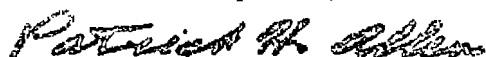
WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that the customer's service was terminated on July 14, 2000. WNC has issued complainant a refund check in the amount of \$38.28, service charges in the amount of \$4.33, and switching fees in the amount of \$10.00 are included in this refund. WNC has also issued the promotional check in the amount of \$100.00 as well. A copy of the refund check and the promotional check are attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

**ORIGINAL**

Ms. Ellen Plendl  
July 28, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Susan Giveon  
22580 Lanyard Street  
Boca Raton, FL 33428

**ORIGINAL**

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

DOCKET No 001109-TI  
EXHIBIT MW-2

Page 332 of 659

7/21/2000

E Susan Givon

\$ \*\*38.28


Eight and 28/100\*\*\*\*\*

Susan Givon  
22580 Lanyard ST  
Boca Raton, FL 33428

DOLLARS  
Security features  
included  
Details on back.

561-483-2

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

  
7/21/2000

WEBNET COMMUNICATIONS, INC.  
Susan Givon  
Funds

7/21/2000

1424  
38.28

Banking - Fidelity 561-483-2254

38.28

ORIGINAL

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/811

DOCKET No. 001109-T1  
EXHIBIT MW-2

Page 333 of 659

7/21/2000

TO THE  
FROM Susan Givon

\$ \*\*100.00

One Hundred and 00/100\*\*\*\*\*

Susan Givon  
22580 Lanyard ST  
Boca Raton, FL 33428

DOLLARS  
Security features  
included.  
Details on back.

561-483-22/

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

*[Signature]*

WEBNET COMMUN  
Susan Givon  
Promotion

7/21/2000

1425

100.00

Checking - Fidelity 561-483-2254

100.00

ORIGINAL



WebNet Communications, Inc.

July 28, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Susan Giveon  
Request No. 325024T**

Dear Ms. Plendl:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Susan Giveon ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that the customer's service was terminated on July 14, 2000. WNC has issued complainant a refund check in the amount of \$38.28, service charges in the amount of \$4.33, and switching fees in the amount of \$10.00 are included in this refund. WNC has also issued the promotional check in the amount of \$100.00 as well. A copy of the refund check and the promotional check are attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

ORIGINAL

Ms. Ellen Plendl  
July 28, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Susan Giveon  
22580 Lanyard Street  
Boca Raton, FL 33428

ORIGINAL



Request No. 325014T

Name GIVEON, SUSAN MRS

Business Name

<b>Consumer Information</b> Name: SUSAN GIVEON Business Name: Svc Address: 22580 LANDYARD ST  County: Palm Beach Phone: (561)-483-2254 City/Zip: Boca Raton / 33428- Account Number: Caller's Name: SUSAN GIVEON Mailing Address: 22580 LANDYARD ST  City/Zip: Boca Raton, FL 33428- Can Be Reached:	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b> Assigned To: ELLEN PLENDL Entered By: EPLENDL Date: 07/19/2000 Time: 11:52 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
	<b>Utility Information</b> Company Code: T1299 Company: WEBNET COMMUNICATIONS, INC. Attn: Patrick Allen 325014T Response Needed From Company? Y Date Due: 08/09/2000 Fax: 6W1, 202-965-3987	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	Closed by: Date: / / Closeout Type: Apparent Rule Violation:

Customer states that she was switched from Biz-tel to WebNet without authorization or request for long distance service. The customer's local toll service was also switched from BellSouth to WebNet without authorization or request. The customer states that calls to her local toll area are billed at a rate of 25 cents per call while your company bills on a per minute rate. Customer states she has returned to her carrier of choice. Customer states that the total disputed amount at this point is \$16.66. Please investigate this matter and provide me with a detailed written report including a LOA or verification tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date above.

Qwest has advised the PSC that WebNet is the carrier that initiated the switch in service.

Customer never received the check for \$100.00. Issue check for \$100.00

Request No. 325014T

Name GIVEON, SUSAN MRS

Business Name

PAGE NO: 1

RECEIVED

P.03

Provide verification tape.

Please send all fax and e-mail responses to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by janderson

JUL-20-00 09:15

Request No. 325014T

Name GIVEON, SUSAN MRS

Business Name

PAGE NO: 2

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
84-240/611

DOCKET No 001109-T1  
EXHIBIT MW-2

Page 338 of 659

7/21/2000

TO THE  
ORDER OF Susan Giveon

\$ \*\*38.28

Thirty-Eight and 28/100\*\*\*\*\*

Susan Giveon  
22580 Lanyard ST  
Boca Raton, FL 33428

DOLLARS  
Security features  
included.  
Details on back.

10 561-483-2254

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .



MP

WEBNET COMMUNICATIONS  
Susan Giveon  
Refunds

7/21/2000

1424

38.28

Checking - Fidelity 561-483-2254

ORIGINAL

38.28

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
84-240/811

DOCKET No. 001109-TT  
EXHIBIT MW-2

Page 339 of 659

7/21/2000

PAY TO THE ORDER OF Susan Giveon

\$ \*\*100.00

One Hundred and 00/100\*\*\*\*\*

Susan Giveon  
22580 Lanyard ST  
Boca Raton, FL 33428

DOLLARS  
Security features  
included.  
Details on back.

MEMO 561-483-22

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUN  
Susan Give  
Promotion

*[Signature]*

7/21/2000

1425

100.00

Checking - Fidelity 561-483-2254

ORIGINAL  
100.00

**Via Electronic Mail**

July 18, 2000

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: Ms. Susan Giveon, (561) 483-2254  
Request #323990T**

Dear Ms. Plendl:

Please be advised that Qwest Communications Corporation (Qwest) has completed a review of the issues raised in the complaint filed by Ms. Susan Giveon. After investigation, Qwest has determined that Ms. Giveon is a customer of *Webnet Com., Inc.*

Qwest cannot respond to this complaint as Qwest acts solely as a provider of transport services for *Webnet Com., Inc.* The company in question is a reseller of Qwest and is currently offering reseller services to other regionally based switchless resellers. The reason why Qwest appears on Ms. Giveon's phone bill, is because *Webnet Com., Inc* uses Qwest's Carrier Identification Code (CIC).

As a general rule Qwest never interfaces with the end user nor do we have access to the Letter of Agency for account numbers provisioned on behalf of the reseller. For legal reasons *Webnet Com., Inc* has the responsibility as the reseller and not Qwest. Any future correspondence regarding this case should be directed to the following:

ATTN: Rodney Harrison, Controller  
Webnet Com., Inc  
11770 Haynes Bridge Road  
Suite 205  
Alpharetta, GA 30004-1970  
Tel: (770) 751-1820

Should you have any further questions regarding this matter please feel free to contact this office.

Sincerely,

Richard Hayes  
Regulatory Specialist

HP OfficeJet  
Personal Printer/Fax/Copier

Fax Log Report

DOCKET No 001109-T1  
EXHIBIT MW-2

Page 341 of 659

Jul-20-00 09:16

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<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
612029653987	OK	04	Sent	Jul-20	09:14	00:01:15	002482030022

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1.3.0 2.8

STATE OF FLORIDA

Page 342 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 325014T

DATE: 7-20-00

TO: Patrick Allen

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: 202-965-3987

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

Mrs. SD Giveon  
22580 Lanyard Street  
Boca Raton, FL 33428  
561 483-2254

Public Service Commission  
Division of Consumer Affairs  
Capital Circle Office Center  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

November 20, 2000

Dear PSC:

In August 2000, you agreed that my long distance service was illegally taken over by another company. That company apologized. (Letter enclosed).

The problem since that time is the continued charges placed on my telephone bill. Each month I have called Bell South to send those charges back and send in the amount I actually owe them for the month.

I then get notices of charges put back on my bill with no description of their source. In talking with the Bell South agents, they say those should be reversed as well.

Please put an end to these false charges. I have always paid my telephone on time and exactly the amount asked for. I have spent hours on the telephone with the Bell South agents. I have included paperwork for you to see.

Thank you.

Sincerely,

*SD Giveon*

SD Giveon

cc: BellSouth  
State Representative Mr Curt Levine

ORIGINAL

ORIGINAL



Mrs. Susan D. Giveon  
22580 Lanyard Street  
Boca Raton, FL 33428  
561 483-2254

November 20, 2000

Bell South  
Customer Service  
P.O. Box 33009  
Charlotte, NC 28243-0001

Dear Customer Service:

You have placed charges on my bill that do not belong there. I want them removed.

History: in May of 2000, a long distance company illegally took over my long distance calls. Prior to that, I had BellSouth as my local long distance provider which kept my bills low as each local long distance call was \$ .25. When I received my bill in July, I called to complain, called to have them blocked and removed and called the Public Service Commission who investigated the situation and agreed it was an illegal switch and the company sent me a letter of apology.

The long distance provider was blocked from further use.

I have called BellSouth in August, September, October because my phone bills have not cleared the expenses tacked on by the illegal transfer. I have spoken to BellSouth agents who have agreed the charges are not mine to pay. They have assured me that these charges will go back to the illegal long distance company for payment. These charges come back to me again and are tacked onto my bill labled "Past Due Amount". Each month that I have called, I have asked the agent to tell me exactly what I owe BellSouth. That is the amount I pay. I am never late on my payment. I have never been charged a late fee. I am an excellent customer. But I am not going to pay fees I did not accrue. Therefore, I am not calling this month. I am writing to you to finally remove these charges from my bills. And I am sending copies to the Public Service Commission and my State Representative, Mr. Curt Levine.

Sincerely,

*SD Giveon*  
Susan D. Giveon

CC : PSC ✓  
State Rep Mr Curt Levine

ORIGINAL

Susan D. Giveon  
22580 Lanyard Street  
Boca Raton, FL 33428  
561 483-2254

November 20, 2000

Mr. Curt Levine  
State Representative  
House District 89  
8177 Glades Road #215  
Boca Raton, FL 33434

Dear Mr. Levine:

I have been getting charges on my telephone bills over the months of July through November that are erroneously charged to me.

The Public Service Commission has agreed that the long distance provider illegally took over my phone line and that has been reversed. However, charges keep coming in from that time that are supposed to go back to that provider to pay. I have spent hours on the telephone each month that I receive a telephone bill with these charges. For the record, I have always paid my telephone bill exactly and on time. At this point, I feel harassed by these continued illegal charges.

I am writing to you for help to get them removed permanently and that no new ones be created and charged to me.

Sincerely,

*SD Giveon*  
S.D. Giveon

cc: BellSouth  
Public Service Commission

Enclosed: Letters from PSC, and BellSouth and WebNet

ORIGINAL

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

August 14, 2000

Ms. Susan Giveon  
22580 Landyard Street  
Boca Raton, FL 33428

RE: 325014T

Dear Ms. Giveon:

This is a follow-up to your inquiry concerning the switch of your long distance service to WebNet. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the Public Service Commission indicates the company issued a credit of \$100.00 and \$38.28 to the account. These credits were sent under separate cover in the form of refund checks payable to you on July 21, 2000. You should receive these checks in one to two billing cycles.

ORIGINAL

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Ms. Susan Givemon

Page 2

August 14, 2000

BellSouth, your local telephone company, reports the long distance service was switched and restricted to Biz Tel effective July 14, 2000. The local toll service was switched and restricted to BellSouth effective July 14, 2000.

My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "No Sales Solicitation Calls" list. This is an alternative way to reduce intrusion into residential telephone privacy.

If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [ependl@psc.state.fl.us](mailto:ependl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

ORIGINAL



**WebNet Communications, Inc.**

July 28, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Susan Giveon  
Request No. 325024T**

Dear Ms. Plendl:

\* WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Susan Giveon ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that the customer's service was terminated on July 14, 2000. WNC has issued complainant a refund check in the amount of \$38.28, service charges in the amount of \$4.33, and switching fees in the amount of \$10.00 are included in this refund. WNC has also issued the promotional check in the amount of \$100.00 as well. A copy of the refund check and the promotional check are attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

ORIGINAL

Ms. Ellen Plendl  
July 28, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Susan Giveon  
22580 Lanyard Street  
Boca Raton, FL 33428

ORIGINAL-



SUSAN GIVEON

Account Number: 561 483-2254 035 0452

Bill Period Date: Aug 4, 2000

Page 1

DOCKET No 001109-TI  
EXHIBIT MW-2

Page 350 of 659

CURRENT CHARGES DUE BEFORE	AMOUNT OF LAST BILL	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
Aug 26	\$15.45	\$15.45	\$0.00	\$67.78	\$67.78

12.04

## Important Notice(s)

\$ 55.78

Late Charge Reminder: A \$1.50 additional charge will apply to any unpaid balance as of Sep 4. If you incur a Late Payment Charge, an additional Interest charge of 1.5% will also be applied to any unpaid balance.

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by \*\* on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2355.

Your long distance company has changed. For details see Other Charges and Credits.

Your local toll company has changed. For details see Other Charges and Credits.

55.78 - 12.04 - Return  
+ 20.00 - call unknown block  
79.78

(continued on page 2) ►

JAN 15 1991



SUSAN GIVEON

Account Number: 561 483-2254 035

Bill Period Date: Sep 4, 2000

Pa

DOCKET No 001109-TI  
EXHIBIT MW-2

Page 351 of 659

CURRENT CHARGES DUE BEFORE	AMOUNT OF LAST BILL	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
Sep 26	\$67.78	\$75.78	\$0.00	\$94.06	\$86.06

*Adjustment by***Important Notice(s)***ms Diane Deane*

Late Charge Reminder: A \$1.50 additional charge will apply to any unpaid balance as of Oct 4. <sup>+ Tmg</sup>  
If you incur a Late Payment Charge, an additional Interest charge of 1.5% will also be applied to <sup>Eddy</sup>  
any unpaid balance.

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by \*\* on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2355.

See Messages Section for information on Charges Under Investigation

*Corrected*  
*35.68 - 15.05 Sept 94.06*  
*12.04 Ar 13.42*  
*15.25 July 72.64*

CR = Credit Amount

(continued on page 2) ►

ORIGINAL





Page 1

SUSAN GIVEON

Account Number: 561 483-2254 035 0452

Bill Period Date: Oct 4, 2000

CURRENT CHARGES DUE BEFORE	AMOUNT OF LAST BILL	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
Oct 26	\$86.06	\$35.68	\$0.00	\$58.98	\$109.36

### Important Notice(s)

**Late Charge Reminder:** A \$1.50 additional charge will apply to any unpaid balance as of Nov. 4. If you incur a Late Payment Charge, an additional Interest charge of 1.5% will also be applied to any unpaid balance.

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by \*\* on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2355.

See Messages Section for information on Charges Under Investigation.

*reversed  
check again*  
*Rich of*  
*2N451-9788*

ORIGINAL



SUSAN GIVEON

Page

Account Number:

561 483-2254 035 045.

Date:

Oct 19, 2000

SUSAN GIVEON  
22580 LANYARD ST  
BOCA RATON FL 33428

WE HAVE RECEIVED A RESPONSE REGARDING THE DISPUTED CHARGES OF  
\$11.03 FROM ILD TELESERVICES.

THE ADJUSTMENT HAS NOT BEEN APPROVED DUE TO THE FOLLOWING REASON(S):

\_CUSTOMER IS RESPONSIBLE FOR DIRECT DIALED CALLS

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT THE  
ILD TELESERVICES BILLING NUMBER SHOWN ON YOUR  
BELLSOUTH TELEPHONE BILL.

ORIGINAL



Page

**SUSAN GIVEON**

**Account Number: 561 483-2254 035 04!**

Bill Period Date: Nov 4, 2000

CURRENT CHARGES DUE BEFORE	AMOUNT OF LAST BILL	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
Nov 26	\$109.36	\$58.98	\$0.00	\$57.77	\$108.15

### Important Notice(s)

**Late Charge Reminder:** A \$1.50 additional charge will apply to any unpaid balance as of Dec. 4. If you incur a Late Payment Charge, an additional Interest charge of 1.5% will also be applied to any unpaid balance.

**Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by \*\* on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2355.**

**See Messages Section for information on Charges Under Investigation.**

(continued on page 2) ▶

\*\*\*\*\* PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT. \*\*\*\*\*

**Please make check payable to BellSouth in U.S. funds or pay at [www.bellsouth.com/pay](http://www.bellsouth.com/pay)**

CURRENT CHARGES DUE BEFORE	PAST DUE AMOUNT	TOTAL AMOUNT DUE	AMOUNT PAID
Nov 26	\$50.38	\$108.15	57.77

561 483-2254 035 0452  
 Nov 4, 2000  
 AV 27 R56 E065041



**Check here if  
correspondence  
included.**

#065045

P.O. BOX 33009  
CHARLOTTE NC  
28243-0001

**SUSAN GIVEON  
22580 LANYARD ST  
BOCA RATON FL 33428-3968**

Page 354 of 659

DOCKET No 001169-TT  
EXHIBIT MW-2

[illegible]

Request No. 325195T

Name PHILLIPS ,BILL MR.

Business Name

**Consumer Information**

Name: BILL PHILLIPS

Business Name:

Svc Address: 1605 WYOMING AVE

County: Bay

Phone: (850)-265-8690

City/Zip: Lynn Haven / 32444-

Account Number:

Caller's Name: PATRICIA PHILLIPS

Mailing Address: 1605 WYOMING AVE

City/Zip: LYNN HAVEN ,FL 32444-

Can Be Reached:

**Florida Public Service  
Commission - Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Patrick Allen325195T

Response Needed From Company? Y

Date Due: 08/09/2000

Fax: 6W1,202-965-3987

Interim Report Received: / /

Reply Received: 08/04/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: ELLEN PLENDL

Entered By: TMORGAN

Date: 07/19/2000

Time: 16:42

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: 09/07/2000

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 10/06/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

It appears that the customer's long distance carrier of choice was changed from AT&T to WebNet without authorization. Customer states that the change occurred sometime in May. Customer is disputing charges that total \$10.71.

- \* Provide verification obtained for the change in service.
- \* Provide applicable credit and/or balance due information on this account.
- \* Confirm the customer has been contacted regarding this matter.

Case taken by Telsula Morgan

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

*original*

DOCKET No. 00109-11  
EXHIBIT MM-2  
Page 355 of 659

Request No. 325195T

Name PHILLIPS ,BILL MR.

Business Name

PAGE NO: 1

08/04/2000 Received report via US Mail. Documentation provided to the PSC indicates that the company issued a credit of \$16.16, including service charges of \$5.27. It appears the service was terminated on June 2, 2000. A check was sent to the customer on July 25, 2000. eplendl

08/08/2000 Contacted LEC. BellSouth advised the PSC that the long distance service was switched to AT&T effective June 1, 2000. The local toll service was switched to BellSouth effective July 20, 2000. eplendl

08/08/2000 FAX TO CO.

- 1) Your report dated July 31, 2000 did not contain a verification cd for 850-265-8690.
- 2) As your report did not contain a verification cd or tape, WebNet is now directed to issue a full credit for the first 30 days and a rerate of credit for the balance of time the customer was switched to the service.
- 3) If the verification included an inducement offer to issue a \$100.00 check to the customer, please issue the check as promised.
- 4) The copy of the check and verification cd must be submitted by Friday, August 25, 2000. eplendl

09/07/2000 Located verification cd attached to another inquiry. eplendl

09/07/2000 Reviewed third party verification. The company thanks the customer for switching to WebNet. It appears that the verifier states the customer should spell their name as they want it to appear on the \$100.00 check. Customer spells her name as Patricia Philips. The verifier states the customer should say her address and birthdate. The customer gives the address, but no birthdate.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed. The birthdate is not offered.

The company issued credit of \$16.16 to the account on July 25, 2000. This credit was sent in the form of a refund check. The service was canceled on June 2, 2000. eplendl

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

ORIGINAL

Request No. 325195T

Name PHILLIPS ,BILL MR.

Business Name

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed. The birthdate is not offered.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000. eplendl

10-05-2000 Reply received via US Mail. RLogan

10/06/2000 Reviewed report. Webnet advised that a credit of \$6.94 was issued in the form of a refund check on October 3, 2000. The customer should receive this refund check under separate cover in one to two billing cycles. The report advised that a copy of the refund check is included. However, a copy of this refund check was not included in the report to the PSC. The account was closed on June 2, 2000. A letter was sent to the customer. eplendl

10/06/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

ORIGINAL

Request No. 325195T Name PHILLIPS ,BILL MR. Business Name

STATE OF FLORIDA

DOCKET No 001109-TJ  
EXHIBIT MW-2

Page 358 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 9, 2000

Mr. & Mrs. Bill Phillips  
1605 Wyoming Avenue  
Lynn Haven, FL 32444

RE: 325195T

Dear Mr. & Mrs. Phillips:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued a credit of \$16.16, including service charges of \$5.27. A check was sent to you on July 25, 2000. You should have already received this refund check. Webnet also issued a credit of \$6.94 on October 3, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles. It appears the service was terminated on June 2, 2000.

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

ORIGINAL

Mr. & Mrs. Bill Phillips  
Page 2  
October 9, 2000

BellSouth advised the PSC that the long distance service was switched to AT&T effective June 1, 2000. The local toll service was switched to BellSouth effective July 20, 2000.

My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

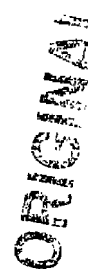
You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist



Enclosure





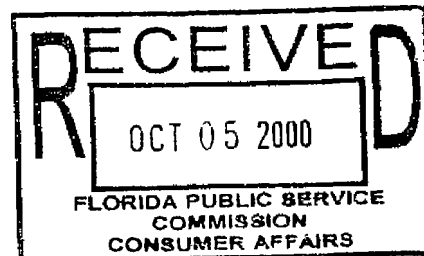
WebNet Communications, Inc.

October 3, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

***Re: - Bill Phillips Ref# - 325195T***



Dear Ms. Ellen Plendl:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Bill Phillips ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$6.94. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on June 2, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

**ORIGINAL**

Ellen Plendl  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Bill Phillips  
1605 Wyoming Ave  
Lynn Haven, FL 32444

ORIGINAL

ORIGINAL

STATE OF FLORIDA

DOCKET No 001109-T1  
EXHIBIT MW-2

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF Page 362 of 659  
BEVERLEE DEVELLLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 325195-T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

\*\*\*\*\* -COMM. JOURNAL- \*\*\*\*\* DATE SEP-07-2000 \*\*\*\*\* TIME 11:44 \*\*

Page 363 of 659

MODE = BATCH TRANSMISSION

START=SEP-07 11:41

END=SEP-07 11:44

FILE NO. =089

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	B-OK	*	617037141330	004/004	BATCH

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* 850 413 7294- \*\*\*\*\*  
STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

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DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4



STAMP & RETURN

WebNet Communications, Inc.

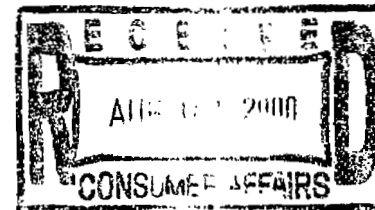
ORIGINAL

July 31, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Bill Phillips - Request No. 325195T**



Dear Ms. Plendl:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Bill Phillips ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

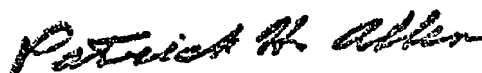
WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$16.16, service charges in the amount of \$5.17 are included in this refund. A copy of the refund check is attached for your review. WNC's records indicate that this service was terminated on June 2, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

ORIGIN

Ms. Ellen Plendl  
July 31, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Bill Phillips  
1605 Wyoming Avenue  
Lynn Haven, FL 32444

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

DOCKET No 001109-TI  
EXHIBIT MW-2

Page 366 of 659

7/25/2000

PAY TO THE ORDER OF **Bill Phillips**

\$ \*\*16.16

Sixteen and 16/100\*\*\*\*\*

**Bill Phillips**  
1605 Wyoming Av  
Lynn Haven, FL 32444

DOLLARS  
Security features  
included.  
Details on back.

MEMO **850-265-8690**

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNCI  
**Bill Phillips**  
Refunds

1432

7/25/2000

16.16

Checking - Fidelity 850-265-8690

16.16



WebNet Communications, Inc.

ORIGINAL

July 31, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Bill Phillips - Request No. 325195T**

Dear Ms. Plendl:

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WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

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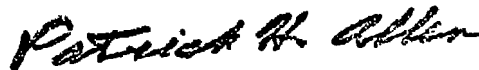


ORIGINAL

Ms. Ellen Plendl  
July 31, 2000  
Page 2 of 2

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Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Bill Phillips  
1605 Wyoming Avenue  
Lynn Haven, FL 32444

STATE OF FLORIDA

Page 369 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

**FACSIMILE TRANSMITTAL COVER SHEET**

RE: Inquiry # 325195T

DATE: August 8, 2000

TO: Patrick Allen

OFFICE/BUSINESS: Webnet Communications, Inc.

FAX NUMBER: 2029653987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 3

LAST TRANSACTION REPORT FOR HP FAX-700 SERIES

Page 370 of 659

FAX NAME:  
FAX NUMBER:

DATE: 08-AUG-00  
TIME: 12:19

DATE	TIME	REMOTE FAX NAME AND NUMBER	DURATION	PG	RESULT	DIAGNOSTIC
08-AUG	12:16 S	612029653987	0:01:58	3	OK	6A384010009E

\*\*\*\*\*  
S=FAX SENT  
I=POLL IN(FAX RECEIVED)  
O=POLLED OUT(FAX SENT)

TO PRINT THIS REPORT AUTOMATICALLY, SELECT AUTOMATIC REPORTS IN THE SETTINGS MENU.  
TO PRINT MANUALLY, PRESS THE REPORT/SPACE BUTTON. THEN PRESS ENTER.

Request No. 325857T

Name LOTT , DARLENE MS.

Business Name

**Consumer Information**

Name: DARLENE LOTT

Business Name:

Svc Address: 804 E KILGORE RD

County: Hillsborough Phone: (813)-754-3956

City/Zip: Plant City / 33567-

Account Number:

Caller's Name: DARLENE LOTT

Mailing Address: 804 E KILGORE RD

City/Zip: PLANT CITY , FL 33567-

Can Be Reached: (813)-663-6100

**Florida Public Service**  
**Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Patrick Allen325857T

Response Needed From Company? Y

Date Due: 08/14/2000

Fax: 6W1,202-965-3987

Interim Report Received: / /

Reply Received: 08/04/2000

Reply Received Timely/Late: L

Informal Conf.: N

**PSC Information**

Assigned To: NANCY

Entered By: JANDERSO

Date: 07/24/2000

Time: 09:36

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: 09/07/2000

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 10/11/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Customer states that she was switched from AT&T to Webnet without authorization or request. Customer states that she did receive a computer-generated solicitation from the company. Customer states that the message asked, "If you could receive a check for \$100 would you switch your long distance carrier." The customer states that she responded with yes in order to find out more information. Customer states that she was asked several other questions, which she did answer, but never with the intention of switching carriers. Customer states that she answered the questions only to possibly speak with a live individual in order to receive more information. Customer states she did not any information about rates nor did the company identify itself. Customer states that she contacted the company to find out about the \$100 check when she found out that she had been switched. Customer states that she was informed by the company that she would not receive a check but instead a credit to her account but only after 3 months of continuous service. Customer states she has returned to her carrier of choice. Customer states that the total disputed amount at this point is around \$120.00. Please investigate this matter and provide me with a detailed written report including a LOA or verification tape and applicable credits for switching fees, as well as an

Page 371 of 659

DOCKET No. 00100-11  
EXHIBIT MW-2

Request No. 325857T

Name LOTT , DARLENE MS.

Business Name

PAGE NO: 1

adjustment of rates to that of the customer's preferred carrier by the due date above.

Please send all fax and e-mail responses to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by janderson

08/4/00 Customer called to check on case status. Customer states that she has received a check from the company for only \$31.00, and will hold off until she hears from the commission on the results of the case. NChester.

08/04/2000 Received company response via U.S. Mail. RRoland

08/31/00 Customer called stating that she got my message, the \$120.00 are for long distance calls.

09/07/2000 Reviewed report and third party verification. The verifier states, "Thank you for choosing WebNet as your long distance provider." It appears that the verifier states the customer should spell their name as they want it to appear on the \$100.00 check. Customer spells her name as Darlene Lott. The verifier states the customer should say her address and birthdate. The customer gives the address and her date of birth as December 4, 1958.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed. The customer does not offer a birthdate.

The company issued credit of \$31.35 to the account on July 26, 2000. The credit was sent in the form of a refund check. eplendl

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;

ORIGINAL

Request No. 325857T

Name LOTT , DARLENE MS.

Business Name

PAGE NO: 2

Page 372 of 659

DOCKET No 001106-T1  
EXHIBIT MW-2

2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000. eplendl

09/25/2000 Reply received via U.S. Mail. RRoland

10/11/2000 Reviewed report. Documentation provided to the PSC indicates that the company issued credit of \$31.35 to the account on July 31, 2000. This credit was sent in the form of a reimbursement check. You should have already received this refund check. Webnet also issued a credit of \$63.14 on September 19, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles. eplendl

10/11/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued.

ORIGINAL

DOCKET No 001109-T1  
EXHIBIT MW-2  
Page 373 of 659

Request No. 325857T

Name LOTT ,DARLENE MS.

Business Name

STATE OF FLORIDA

Page 374 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 12, 2000

Ms. Darlene Lott  
804 E. Kilgore Road  
Plant City, FL 33567

RE: 325857T

Dear Ms. Lott:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$31.35 to the account on July 31, 2000. This credit was sent in the form of a reimbursement check. You should have already received this refund check. Webnet also issued a credit of \$63.14 on September 19, 2000. This credit was sent in the form of a refund check. You should receive this check in one to two billing cycles.

**ORIGINAL**

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Ms. Darlene Lott  
Page 2  
October 12, 2000

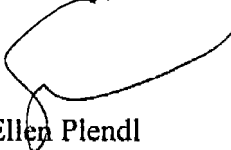
My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

ORIGINAL



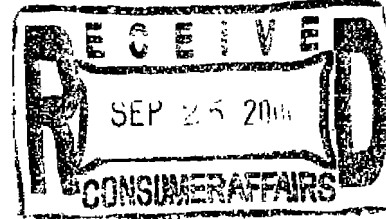


WebNet Communications, Inc.

September 19, 2000

**VIA FIRST CLASS MAIL**

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Attn: Nancy



**Re: Darlene Lott - Request No. 325857T**

Dear Nancy:

WebNet Communications, Inc. ("WNC") presents this second response to a consumer complaint which was filed with your office by Darlene Lott ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

Upon further investigation, WNC's records indicate that complainant was charged a total of \$63.14 within the first thirty (30) days of service. This amount was calculated after the rerate adjustment had been made. WNC has issued complainant a refund check in the amount of \$63.14. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

ORIGINAL

September 19, 2000  
Page 2

Enclosures

cc: Darlene Lott  
804 E. Kilgore Road  
Plant City, FL 33567

**ORIGINAL**

**WEBNET COMMUNICATIONS, INC.**  
3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

**FIDELITY NATIONAL BANK**  
ATLANTA, GA  
64-240/611

Page 378 of 659

1604

9/12/2000

PAY TO THE  
ORDER OF **Darlene Lott**

\$ \*\*63.14

Sixty-Three and 14/100\*\*\*\*\*

DOLLARS  
Security features  
included.  
Details on back.

**Darlene Lott**  
804 E Kilgore Rd  
Plant City, FL 33567

MEMO 813-754-39 119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUN  
Darlene Lo  
Refunds

*[Signature]*  
MP

1604

9/12/2000

63.14

Checking - Fidelity 813-754-3956

63.14

ORIGINAL

STATE OF FLORIDA

DOCKET No. 001109-TI  
EXHIBIT MW-2

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CO. Page 379 of 659  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 325857 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

**ORIGINAL**

## STAMP & RETURN



WebNet Communications, Inc.

ORIGINAL

July 31, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Darlene Lott  
Request No. 325857T**

Dear Ms. Plendl:

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WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$31.35, service charges in the amount of \$10.00 are included in this refund. A copy of the refund check is attached for your review. WNC's records indicate that this service is still active, with a block issued. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

ORIGINAL

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

DOCKET No 001109-TI  
EXHIBIT MW-2

Page 381 of 659

ORIGINAL

SECURITY FEATURES  
EMBEDDED  
DETAILS ON BACK

PAY TO THE ORDER OF **Darlene Lott**

\$ \*\*31.35

Thirty-One and 35/100\*\*\*\*\*

**Darlene Lott**  
804 E Kilgore Rd  
Plant City, FL 33567

*Sc 11*

MEMO 813-754-3956 119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNICA  
**Darlene Lott**  
Refunds

7/26/2000 1441  
31.35

Checking - Fidelity 813-754-3956 31.35

ORIGINAL

Request No. 326241T

Name WOLMAN ,LAWRENCE MR.

Business Name

**Consumer Information**

Name: LAWRENCE WOLMAN

Business Name:

Svc Address: 101 MEADOWLANE DRIVE

County: Palm Beach Phone: (561)-790-4581

City/Zip: West Palm Beach / 33411-

Account Number:

Caller's Name: LAWRENCE WOLMAN

Mailing Address: 101 MEADOWLANE DRIVE

City/Zip: West Palm Beach ,FL 33411-

Can Be Reached:

**Florida Public Service  
Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Patrick Allen326241T

Response Needed From Company? Y

Date Due: 08/15/2000

Fax: 6W1,202-965-3987

Interim Report Received: / /

Reply Received: 08/14/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: ELLEN PLENDL

Entered By: EPLENDL

Date: 07/25/2000

Time: 10:03

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 08/18/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Customer states that he was switched from Adelphia to WebNet without authorization or request. Qwest has advised the Commission that WebNet is the carrier that initiated the change in service. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

1) Provide LOA/TAPE. If it does not contain the necessary information as specified in the Florida Administrative Code rules, WebNet will be directed to pay the full reimbursement for the first 30 days of service. And an adjustment of rates to the customer's previous carrier for the balance of time on the service.

2) Issue credit for the switching fees.

**ORIGINAL**

Request No. 326241T

Name WOLMAN ,LAWRENCE MR.

Business Name

PAGE NO: 1

3) Cancel the service and account.

4) Provide a verification tape and written report including applicable credits by the date above.

07/27/2000 Customer called to check on case. Customer was informed that a new case had been opened and that we will contact him as soon as information is available to us. NChester

08/14/2000 Received report and cd verification via US Mail. The recording states "Thank you for choosing WebNet as your long distance provider. Spell your name as you would like it to appear on the \$100.00 check." Customer states his name and address. The customer's phone number and personal identification are not on the recording. The customer is not advised that there may be a switching fee. The customer asked if he is authorized to make a switch in service on the account or is the accountholder.

08/16/2000 Customer called to state he had received a letter from the company. He just wanted to inform us of this. RBGillander

08/18/2000 Closed by telephone conversation with the customer. Customer is satisfied with the credit reimbursement. Customer states he is very pleased with the timely response by the PSC to assist him in this matter. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued. The customer's phone number and personal identification are not on the recording. The customer is not advised that there may be a switching fee. The customer asked if he is authorized to make a switch in service on the account or is the accountholder.

ORIGINAL

Request No. 326241T

Name WOLMAN ,LAWRENCE MR.

Business Name

PAGE NO: 2

Page 183 of 659

DOCKET No 001109-T1  
EXHIBIT MW-2





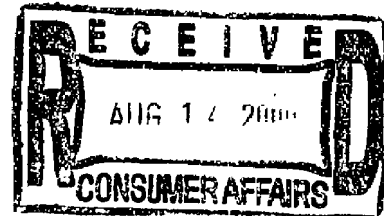
WebNet Communications, Inc.

ORIGIN

August 10, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



**Re: Lawrence Wolman - Case Number: 326241T**

Dear Ms. Plendl:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Lawrence Wolman ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that service was terminated on June 24, 2000, and WNC has issued complainant a refund check in the amount of \$57.13. Service charges in the amount of \$4.92, and switching fees in the amount of \$10.00 are included in this refund as well. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

ORIGINAL

Ms. Ellen Plendl  
August 10, 2000  
Page 2 of 2

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Patrick H. Allen

Enclosures

cc: Lawrence Wolman  
101 MeadowLane Drive  
West Palm Beach, FL 33411

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

DOCKET No. 001109-TI  
EXHIBIT MW-2

Page 386 of 659

8/3/2000

ORIGINAL

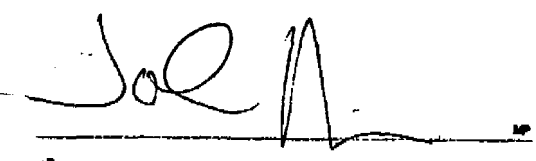
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PAY TO THE ORDER OF **Lawrence Wolman**

\$ \*\*57.13

Fifty-Seven and 13/100\*\*\*\*\*

**Lawrence Wolman**  
**101 Meadowlands Dr**  
**Royal Palm Beach, FL 33411**



MEMO 561-790-456 119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNC  
**Lawrence V**  
**Refunds**

8/3/2000

1446

57.13

Checking - Fidelity 561-790-4581

57.13

**Via Electronic Mail**

July 5, 2000

Mr. Victor McKay  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: Mr. Tom Hegarty, (561) 776-5865  
Request #321661T**

Dear Mr. McKay:

Please be advised that Qwest Communications Corporation (Qwest) has completed a review of the issues raised in the complaint filed by Mr. Tom Hegarty. After investigation, Qwest has determined that Mr. Hegarty is a customer of *Webnet Com., Inc.*

Qwest cannot respond to this complaint as Qwest acts solely as a provider of transport services for *Webnet Com., Inc.* The company in question is a reseller of Qwest and is currently offering reseller services to other regionally based switchless resellers. The reason why Qwest appears on Mr. Hegarty's phone bill, is because *Webnet Com., Inc* uses Qwest's Carrier Identification Code (CIC).

As a general rule Qwest never interfaces with the end user nor do we have access to the Letter of Agency for account numbers provisioned on behalf of the reseller. For legal reasons *Webnet Com., Inc* has the responsibility as the reseller and not Qwest. Any future correspondence regarding this case should be directed to the following:

ATTN: Rodney Harrison, Controller  
Webnet Com., Inc  
11770 Haynes Bridge Road  
Suite 205  
Alpharetta, GA 30004-1970  
Tel: (770) 751-1820

Should you have any further questions regarding this matter please feel free to contact this office.

Sincerely,

Richard Hayes  
Regulatory Specialist

HP OfficeJet  
Personal Printer/Fax/Copier

Fax Log Report Page 388 of 659

Jul-26-00 09:40

<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
612029653987	OK	04	Sent	Jul-26	09:35	00:04:08	002682000022

1.3.0 2.8

EXHIBIT  
MW-2

STATE OF FLORIDA

Page 389 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

**FACSIMILE TRANSMITTAL COVER SHEET**

RE: Inquiry # 326241T

DATE: 7-26-00

TO: Patrick Allen

OFFICE/BUSINESS: Webnet Communications, Inc.

FAX NUMBER: 202-965-3987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

Request No. 327521TName BUMBACA, SR ,ANTHONY MR.

Business Name \_\_\_\_\_

**Consumer Information**

Name: ANTHONY R BUMBACA, SR

Business Name:

Svc Address: 905 NE 28TH STREET, APT. 202

County: Broward Phone: (954)-566-7025

City/Zip: Oakland Park / 33334-3

Account Number:

Caller's Name: JAMES E HUSSHER, III

Mailing Address: 905 NE 28TH STREET, APT. 202

City/Zip: OAKLAND PARK ,FL 33334-3734

Can Be Reached: (954)-533-8620

**Florida Public Service**  
**Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Patrick Allen327521T

Response Needed From Company? N

Date Due: 08/21/2000

Fax: 6W1,202-965-3987

Interim Report Received: / /

Reply Received: 08/18/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: ELLEN PLENDL

Entered By: AHASHISH

Date: 07/31/2000

Time: 10:21

Via: FAX

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 08/25/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Please review the attached correspondence in which the customer reports the following:

Customer states that his intralata and long distance service was switched to the company without authorization. Customer states that he subscribes to the Area Plus plan with BellSouth which is a flat rate charge for intralata calls. Customer states that he contacted the company and was told that they had answered an automated telemarketing call for switching service and for a check of \$100.00. Customer states that he received no check.

Please provide LOA/Tape verification.

Please investigate this issue, contact the customer and provide me with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

PLEASE NOTE\*\* The information on this form is only a summary of the

**ORIGINAL**Request No. 327521TName BUMBACA, SR ,ANTHONY MR.

Business Name \_\_\_\_\_

PAGE NO: 1

customer's concerns. Additional information, important to this matter, may be contained in the correspondence.

**\*\*Inquiry taken by A. Hashisho\*\***  
ahashish@psc.state.fl.us

CONTACT NUMBERS

CAF FAX: 850/413-7168

CAF Email:pscreply@psc.state.fl.us

08-18-2000 Reply received via US Mail. RLogan

08/21/2000 PSC acknowledgement letter was returned to sender attempted- not known. Letter added to file. AH

08/25/2000 Reviewed report and verification cd. The message says thank you for choosing WebNet as you'd like it to appear on the \$100.00 check. It appears that Mr. James Husscher offered his name and address to the representative on the phone. 2/15/1960 was offered as a date of birth. The representative did not advise the customer that there might be a switching fee, inquire whether the customer was the customer of record or confirm the phone number to be switched. The company issued a credit of \$175.86 to the customer on August 9, 2000. The credit was sent in the form of a refund check payable to the customer of record. eplendl

08/25/2000 Closed by email letter to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. The representative did not advise the customer that there might be a switching fee, inquire whether the customer was the customer of record or confirm the phone number to be switched. Credit issued.

Request No. 327521T

Name BUMBACA, SR ,ANTHONY MR.

Business Name

PAGE NO: 2



Ellen Plendl

Page 392 of 659

To: jameshussher@hotmail.com  
Subject: consumer inquiry

Mr. James Hussher

Dear Mr. Hussher:

This is a follow-up to your inquiry concerning the switch of your long distance service to WebNet. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) the long distance company has on hand a ballot or letter from the customer requesting such a change; or
- (b) the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or
- (c) the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or
- (d) the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.

Documentation provided to the Public Service Commission indicates the company issued a credit of \$175.86 to the account. This credit was sent under separate cover in the form of a refund check payable to Mr. Bumbaca on August 9, 2000. He should receive this check in one to two billing cycles.

My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at eplendl@psc.state.fl.us.

Ellen Plendl  
Regulatory Specialist  
Division of Consumer Affairs  
Public Service Commission  
800-342-3552(toll-free)  
850-413-6123(direct)  
850-413-6124(fax)  
800-511-0809(toll-free fax)  
eplendl@psc.state.fl.us

Ellen Plendl

To: jameshussher@hotmail.com  
Subject: consumer inquiry

Mr. James Hussher

Dear Mr. Hussher:

This is a follow-up to your inquiry concerning the switch of your long distance service to WebNet. First, let me give you some background on Florida law and telephone company changes.

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- (b) the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or
- (c) the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or
- (d) the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.

Documentation provided to the Public Service Commission indicates the company issued a credit of \$175.86 to the account. This credit was sent under separate cover in the form of a refund check payable to Mr. Bumbaca on August 9, 2000. He should receive this check in one to two billing cycles.

My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Ellen Plendl  
Regulatory Specialist  
Division of Consumer Affairs  
Public Service Commission  
800-342-3552(toll-free)  
850-413-6123(direct)  
850-413-6124(fax)  
800-511-0809(toll-free fax)  
[eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us)



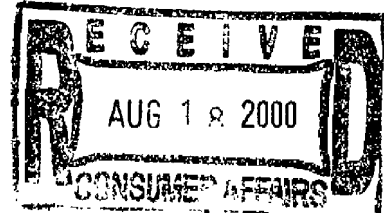
WebNet Communications Inc.

ORIGIN

August 15, 2000

**VIA FIRST CLASS MAIL**

Ms. Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



**Re: Anthony R. Bumbaca - Request No. 327521T**

Dear Ms. Plendl:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Anthony R. Bumbaca ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$175.86, service charges in the amount of \$17.51 are included in this refund. A copy of the refund check is attached for your review. WNC's records indicate that a previous credit was applied to this account in the amount of \$115.50 on approximately June 16, 2000. WNC's records also indicate that complainant's service was terminated on May 9, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

Enclosures

cc: Anthony R. Bumbaca  
905 NE 28th Street  
Apt. 202  
Ft. Lauderdale, FL 33334

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WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/811

DOCKET No 001109-TI  
EXHIBIT MW-2

Page 396 of 659

8/9/2000

ORIGINAL

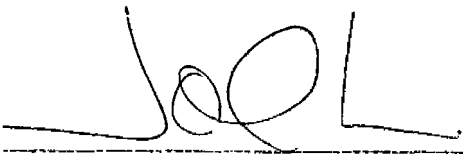
SECURITY FEATURES  
Details on back.

PAY TO THE ORDER OF Anthony R. Bunbaca

\$ \*\*175.86

One Hundred Seventy-Five and 86/100\*\*\*\*\*

Anthony R. Bunbaca  
905 NE 28 ST #202  
Ft. Lauderdale, FL 33334



MEMO 954-566-70

119.07(1)(z), Florida Statutes: Bank account numbers or debit, charge, or credit card numbers given to an agency for the purpose of payment of any fee or debt owing are confidential and exempt from subsection (1) and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUN  
Anthony R.  
Refunds

8/9/2000

1465

175.86

Checking - Fidelity 954-566-7025

175.86

JUL-28-2000 04:38P FROM:

TO: 18504136124

Page 397 of 659

JAMES E. HUSSHER III  
905 NE 28 STREET, APT. 202  
WILTON MANORS, FL 33334-3734  
TELEPHONE 954.533.8620  
EMAIL JAMESHUSSHER@HOTMAIL.COM

ORIGINAL

FRIDAY, JULY 28, 2000

BY FAX

To: Ellen Plendl  
Florida Public Service Commission

Dear Ms. Plendl:

I am having difficulty with yet another long distance company that screwed me. Webnet. I am attaching a copy of the BellSouth bill. The charges total \$69.14 with tax and pertain to a single call to Miami made on 4/15/2000. As I have stated before, we at the same time were being billed by BellSouth for carrying our IntraLata calls, such as to Miami, with BellSouth's Area Plus plan, which offers unlimited IntraLata calling for a flat rate of \$12.00 per month. I have already provided you with a copy of our very first bill from BellSouth which itemizes AreaPlus as a selected service. In addition, it should be a matter of record, on file with PSC, that BellSouth does in fact provide that service for a fee of \$12.00 per month, and it is specifically for IntraLATA calls.

When I called Webnet they said we had answered in the affirmative to a telemarketing call, an automatic call not involving a live rep from Webnet, in which we were promised a check for \$100.00 for switching. The check never came, but the bill did.

Thank you for your attention to this additional matter.

James E. Husscher III

TJ279



ANTHONY R BUMBACA SR

Page 0

Account Number: 954 566-7025 530 1805

Bill Period Date: May 11, 2000

For ILD Telecommunications, Inc. Billing Questions, Call 1 800 433-4518

**Detailed Statement of Charges****Itemized Calls**

Service Provider - WEBNET 1-877-880-0166

**Amount****Direct Dialed Calls**

Date	Place Called	Number Called	Rate	Time	Min	Amount
1. 04/15	MIAMI FL	305 503-4636	KN	12:29AM	292	61.32
Total Direct Dialed Calls						61.32
Total Itemized Calls						61.32

**Taxes****Amount****Taxes on Regulated Services**

2. Federal Tax	1.89
3. Florida Gross Receipts Surcharge	1.53
4. City Tax	4.40
Total Taxes on Regulated Services	7.82
Total Taxes	7.82

Grand Total: 69.14

5/18 reduced to 70 minute = 20.44  
 Tax 2.21  
22.65  
 credit (38.67)

\* Taxes and Rates Applied - See Back of First Page

This portion of your bill is provided as a service to ILD Telecommunications, Inc.

AV E026951

ORIGINAL

JUL-31-2000 09:24

BENCHMARKS, INC.

DOCKET No 001109-TT  
EXHIBIT MW-2

TO: 1950413612

JUL-28-2000 04:39P FROM:

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Page 11

ANTHONY R BUMBACA SR

Account Number: 954 566-7025 531 1801

Bill Period Date: May 11, 2000

For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

**Detailed Statement of Charges****Itemized Calls**

Service Provider - WEBNET

**Direct Dialed Calls**

Date	Place Called	Number Called	Rate*	Time	Min	Amount
1. 04/30	MIAMI FL	305 503-4636	KE	05:32PM	149	31.29
2. 05/02	MIAMI FL	305 503-4636	KN	12:10AM	39	8.19
Total Direct Dialed Calls .....						39.48
Total Itemized Calls .....						39.48

**Taxes****Taxes on Regulated Services**

Description	Amount
3. Federal Tax .....	1.21
4. Florida Gross Receipts Surcharge .....	.98
5. City Tax .....	2.83
Total Taxes on Regulated Services .....	5.02
Total Taxes .....	5.02

Total ILD Teleservices, Inc. Current Charges .....	44.50
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\* Taxes and Rates Applied - See Back of First Page

This portion of your bill is provided as a service by ILD Teleservices, Inc.

AV E026952



JUL-28-2000 04:46P FROM:

TD: 18524136

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Page 2

ANTHONY R BUMBACA SR  
Account Number: 954 566-7025 931 1801  
Bill Period Date: May 11, 2000

**Helpful Numbers**

BellSouth Telecommunications, Inc. (BST)

NOTE: Numbers for other companies are listed on their bill pages.

**RightTouch® Service** ..... 1 800 826-6290  
A quick, convenient, automated, 24 hour customer service.  
(See "Messages" section for details.)  
Please protect your RightTouch® Personal Access Code (PAC): 7692

**Billing Questions or to Place an Order:**  
If calling from within the Florida BellSouth  
service area ..... 780-2355  
If calling from outside Florida or outside the  
Florida BellSouth service area ..... 1 800 753-0710

**Repair:**  
If calling from within the Florida BellSouth service area ..... 611

Internet: [www.bellsouth.com](http://www.bellsouth.com)**Detailed Statement of Charges**Service Provider Summary

Listed below are Local Toll and Long Distance Providers for your line(s).

Line Number	Local Toll Company	Long Distance Company
954 566-7025	QUEST COMMUNICATIONS	FRONTIER

Service Provider Contact Number

QUEST COMMUNICATIONS	1 800 860-2255
FRONTIER	1 800 466-4600

Other Charges and CreditsAmount

Work Completed On Apr 15, 2000

Your InterLATA Long Distance Company is SPRINT

Charge for new service (04/16/00 - 05/10/00)

1. BellSouth® Voice Mail Residential Mailbox (\$2.95/mo) .....	**	2.46
2. Equipment Maintenance Plan (\$4.30/mo) .....	**	3.75
** Unregulated Charge		

Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)

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(continued on back)▶

ORIGINAL



Page 3

ANTHONY R BUMBACA SR

Account Number: 954 566-7025 531 1801

Bill Period Date: May 11, 2000

**Detailed Statement of Charges****Other Charges and Credits (continued)****Amount**

Work Completed On Apr 15, 2000 (continued)

Charge for new service (04/16/00 - 05/10/00)

3. FCC Local Number Portability Line Charge - Line

(\$0.35/mo) ..... .29

4. Inside Wire Maintenance Service Plan (\$4.50/mo) ..... \*\* 3.75

5. Area Plus® with Complete Choice® Plan (\$46.00/mo) ..... 38.33

6. FCC Charge for Network Access (\$3.50/mo) ..... 2.92

Credit for Get Acquainted Offer (04/15/00 - 05/10/00)

7. BellSouth® Voice Mail Residential Mailbox (\$2.95/mo) ..... \*\* 2.45CREDIT

Your local toll long distance company is SPRINT

Credit for adding (04/16/00 - 05/10/00)

8. Credit for subscribing to both the Equipment Maintenance  
Plan and the Inside Wire Maintenance Service Plan

(\$3.05/mo) ..... \*\* 2.54CREDIT

9. Charge for service connected - first line ..... 40.00

10. Credit Extended Under Your Installment Payment Plan

NURVBNA ..... 40.00CREDIT

11. Final payment of installment balance for charges of

\$40.00 on Apr 15, 2000 for Plan NURVBNA. .... 40.00

Work Completed On Apr 24, 2000

12. Charge for processing change in service ..... 10.00

Work Completed On Apr 26, 2000

13. Charge for Changing Your Long Distance Company to

FRONTIER ..... 1.49

Work Completed On Apr 30, 2000

14. Charge for Changing Your Local Toll Company to QWEST

COMMUNICATIONS ..... 1.49

Work Completed On May 8, 2000

15. Adjustment to cover minimum charge for local service

(04/16/00 - 05/10/00) (\$98.79/mo) ..... \*\* 9.79

\*\* Unregulated Charge

Visit us on the internet: [www.bellsouth.com](http://www.bellsouth.com).

AV E026932

(continued)▶

ORIGINAL

JUL-28-2000 04:46P FROM:

TO: 18504136

Page 402 of 659



Page 2

ANTHONY R BUMBACA SR

Account Number: 954 566-7025 531 1801

Bill Period Date: May 11, 2000

**Helpful Numbers**

BellSouth Telecommunications, Inc. (BST)

NOTE: Numbers for other companies are listed on their bill pages.

**RightTouch® Service** ..... 1 800 826-6290  
 A quick, convenient, automated, 24 hour customer service.  
 (See "Messages" section for details.)  
 Please protect your RightTouch® Personal Access Code (PAC): 7492

**Billing Questions or to Place an Order:**  
 If calling from within the Florida BellSouth  
 service area ..... 780-2355  
 If calling from outside Florida or outside the  
 Florida BellSouth service area ..... 1 800 753-0710

**Repair:**  
 If calling from within the Florida BellSouth service area ..... 611

Internet: [www.bellsouth.com](http://www.bellsouth.com)**Detailed Statement of Charges**Service Provider Summary

Listed below are Local Toll and Long Distance Providers for your line(s).

Line Number	Local Toll Company	Long Distance Company
954 566-7025	QUEST COMMUNICATIONS	FRONTIER

Service Provider Contact Number

QUEST COMMUNICATIONS	1 800 860-2255
FRONTIER	1 800 466-4600

Other Charges and CreditsAmount

Work Completed On Apr 15, 2000

Your InterLATA Long Distance Company is SPRINT

Charge for new service (04/16/00 - 05/10/00)

1. BellSouth® Voice Mail Residential Mailbox (\$2.95/mo) .....	**	2.86
2. Equipment Maintenance Plan (\$4.50/mo) .....	**	3.75
** Unregulated Charge		

Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)

AV E026952

(continued on back)▶

**BELLSOUTH**

ANTHONY R BUMBACA SR  
Account Number: 954 566-7025 531 1801  
Bill Period Date: May 11, 2000

Page

Page 403 of 659

**Detailed Statement of Charges**

<u>Other Charges and Credits (continued)</u>	<u>Amount</u>
Work Completed On Apr 15, 2000 (continued)	
Charge for new service (04/16/00 - 05/10/00)	
3. FCC Local Number Portability Line Charge - Line (\$0.35/mo) .....	.29
4. Inside Wire Maintenance Service Plan (\$4.50/mo) .....	3.75
5. Area Plus® with Complete Choice® Plan (\$46.00/mo) .....	38.33
6. FCC Charge for Network Access (\$3.50/mo) .....	2.92
Credit for Get Acquainted Offer (04/16/00 - 05/10/00)	
7. BellSouth® Voice Mail Residential Mailbox (\$2.95/mo) .....	2.46CREDIT
Your local toll long distance company is SPRINT	
Credit for adding (04/16/00 - 05/10/00)	
8. Credit for subscribing to both the Equipment Maintenance Plan and the Inside Wire Maintenance Service Plan (\$3.05/mo) .....	2.54CREDIT
9. Charge for service connected - first line .....	40.00
10. Credit Extended Under Your Installment Payment Plan N4RVBNA .....	40.00CREDIT
11. Final payment of installment balance for charges of \$40.00 on Apr 15, 2000 for Plan N4RVBNA. ....	40.00
Work Completed On Apr 24, 2000	
12. Charge for processing change in service .....	10.00
Work Completed On Apr 26, 2000	
13. Charge for Changing Your Long Distance Company to FRONTIER .....	1.49
Work Completed On Apr 30, 2000	
14. Charge for Changing Your Local Toll Company to QUEST COMMUNICATIONS .....	1.49
Work Completed On May 8, 2000	
15. Adjustment to cover minimum charge for local service (04/16/00 - 05/10/00) (\$58.75/mo) .....	9.79
** Unregulated Charge	
Visit us on the Internet: <a href="http://www.bellsouth.com">www.bellsouth.com</a>	
AV E026952	(continued)▶

ORIGINAL

JAMES E. HUSSHER III  
905 NE 28 STREET, APT. 202  
WILTON MANORS, FL 33334-3734  
TELEPHONE 954.533.8620  
EMAIL JAMESHUSSHER@HOTMAIL.COM

ORIGINAL

FRIDAY, JULY 28, 2000

BY FAX

To: Ellen Plendl  
Florida Public Service Commission

Dear Ms. Plendl:

I am having difficulty with yet another long distance company that slammed me. Webnet. I am attaching a copy of the BellSouth bill. The charges total \$69.14 with tax, and pertain to a single call to Miami made on 4/15/2000. As I have stated before, we at the same time were being billed by BellSouth for carrying our IntraLata calls, such as to Miami, with BellSouth's Area Plus plan, which offers unlimited IntraLata calling for a flat rate of \$12.00 per month. I have already provided you with a copy of our very first bill from BellSouth which itemizes AreaPlus as a selected service. In addition, it should be a matter of record, on file with PSC, that BellSouth does in fact provide that service for a fee of \$12.00 per month, and it is specifically for IntraLATA calls.

When I called Webnet they said we had answered in the affirmative to a telemarketing call, an automatic call not involving a live rep from Webnet, in which we were promised a check for \$100.00 for switching. The check never came, but the bill did.

Thank you for your attention to this additional matter.

James E. Hussher III

TJ299



ANTHONY R BUMBACA SR

Account Number: 954 566-7025 530 1805

Bill Period Date: May 11, 2000

Page 8



For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

## Detailed Statement of Charges

Itemized Calls

Service Provider - WEBNET 1-377-880-0166

AmountDirect Dialed Calls

Date	Place Called	Number Called	Rate*	Time	Min	Amount
1. 04/15	MIAMI FL	305 503-4636	KN	12:29AM	292	61.32
Total Direct Dialed Calls .....						61.32
Total Itemized Calls .....						61.32

TaxesAmountTaxes on Regulated Services

2. Federal Tax .....	1.89
3. Florida Gross Receipts Surcharge .....	1.53
4. City Tax .....	4.40
Total Taxes on Regulated Services .....	7.82
Total Taxes .....	7.82

Total ILD Teleservices, Inc. Current Charges 69.14

5/18 reduced to 70 minute = 20.44  
TAX 2.21  
22.65  
CMT (38.67)

\* Taxes and Rates Applied - See Back of First Page

This portion of your bill is provided as a service to ILD Teleservices, Inc.

AV E026951

ORIGINAL



Page 11  
ANTHONY R BUMBACA SR  
Account Number: 954 566-7025 531 1801  
Bill Period Date: May 11, 2000

For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

### Detailed Statement of Charges

<u>Itemized Calls</u>						<u>Amount</u>
Service Provider - WEBNET						
<u>Direct Dialed Calls</u>						
Date	Place Called	Number Called	Rate*	Time	Min	
1. 04/30	MIAMI FL	305 503-4636	KE	05:32PM	149	31.29
2. 05/02	MIAMI FL	305 503-4636	KN	12:10AM	39	8.19
Total Direct Dialed Calls .....						39.48
Total Itemized Calls .....						39.48
<u>Taxes</u>						<u>Amount</u>
<u>Taxes on Regulated Services</u>						
3. Federal Tax .....						1.21
4. Florida Gross Receipts Surcharge .....						.98
5. City Tax .....						2.83
Total Taxes on Regulated Services .....						5.02
Total Taxes .....						5.02
Total, ILD Teleservices, Inc., Current Charges .....						44.50

\* Taxes and Rates Applied - See Back of First Page

This portion of your bill is provided as a service to ILD Teleservices, Inc.

AV E026952

ORIGINAL



ANTHONY R BUMBACA SR  
Account Number: 954 566-7025 531 1801  
Bill Period Date: May 11, 2000

**Helpful Numbers**

BellSouth Telecommunications, Inc. (BST)

NOTE: Numbers for other companies are listed on their bill pages.

**RightTouch® Service** ..... 1 800 826-6290  
A quick, convenient, automated, 24 hour customer service.  
(See "Messages" section for details.)  
Please protect your RightTouch® Personal Access Code (PAC): 7492

**Billing Questions or to Place an Order:**  
If calling from within the Florida BellSouth  
service area ..... 780-2355  
If calling from outside Florida or outside the  
Florida BellSouth service area ..... 1 800 753-0710

**Repair:**  
If calling from within the Florida BellSouth service area ..... 611

Internet: [www.bellsouth.com](http://www.bellsouth.com)**Detailed Statement of Charges****Service Provider Summary**

Listed below are Local Toll and Long Distance Providers for your line(s).

Line Number	Local Toll Company	Long Distance Company
954 566-7025	QWEST COMMUNICATIONS	FRONTIER

**Service Provider Contact Number**

QWEST COMMUNICATIONS	1 800 860-2255
FRONTIER	1 800 466-4600

**Other Charges and Credits****Amount**

Work Completed On Apr 15, 2000

Your InterLATA Long Distance Company is SPRINT

Charge for new service (04/16/00 - 05/10/00)

1. BellSouth® Voice Mail Residential Mailbox (\$2.95/mo) .....	**	2.46
2. Equipment Maintenance Plan (\$4.50/mo) .....	**	3.75

\*\* Unregulated Charge

Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)

AV E026952

(continued on back)▶





Page 3

ANTHONY R BUMBAGA SR

Account Number: 954 566-7025 531 1801

Bill Period Date: May 11, 2000

**Detailed Statement of Charges****Other Charges and Credits (continued)****Amount**

Work Completed On Apr 15, 2000 (continued)

Charge for new service (04/16/00 - 05/10/00)

3. FCC Local Number Portability Line Charge - Line

(\$0.35/mo) ..... .29

4. Inside Wire Maintenance Service Plan (\$4.50/mo) ..... \*\* 3.75

5. Area Plus® with Complete Choice® Plan (\$46.00/mo) ..... 38.33

6. FCC Charge for Network Access (\$3.50/mo) ..... 2.92

Credit for Get Acquainted Offer (04/16/00 - 05/10/00)

7. BellSouth® Voice Mail Residential Mailbox (\$2.95/mo) ..... \*\* 2.46CREDIT

Your local toll long distance company is SPRINT

Credit for adding (04/16/00 - 05/10/00)

8. Credit for subscribing to both the Equipment Maintenance  
Plan and the Inside Wire Maintenance Service Plan

(\$3.05/mo) ..... \*\* 2.54CREDIT

9. Charge for service connected - first line ..... 40.00

10. Credit Extended Under Your Installment Payment Plan

N4RVBNA ..... 40.00CREDIT

11. Final payment of installment balance for charges of

\$40.00 on Apr 15, 2000 for Plan N4RVBNA. .... 40.00

Work Completed On Apr 24, 2000

12. Charge for processing change in service ..... 10.00

Work Completed On Apr 26, 2000

13. Charge for Changing Your Long Distance Company to

FRONTIER ..... 1.49

Work Completed On Apr 30, 2000

14. Charge for Changing Your Local Toll Company to QWEST

COMMUNICATIONS ..... 1.49

Work Completed On May 8, 2000

15. Adjustment to cover minimum charge for local service

(04/16/00 - 05/10/00) (\$58.75/mo) ..... \*\* 9.79

\*\* Unregulated Charge

Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)

AV E026932

(continued)▶

EXHIBIT  
MW-2



ANTHONY R BUMBACA SR

Account Number: 954 566-7025 531 1801

Bill Period Date: May 11, 2000

**Helpful Numbers**

BellSouth Telecommunications, Inc. (BST)

NOTE: Numbers for other companies are listed on their bill pages.

**RightTouch® Service** ..... 1 800 826-6290  
 A quick, convenient, automated, 24 hour customer service.  
 (See "Messages" section for details.)  
 Please protect your RightTouch® Personal Access Code (PAC): 7492

**Billing Questions or to Place an Order:**  
 If calling from within the Florida BellSouth  
 service area ..... 780-2355  
 If calling from outside Florida or outside the  
 Florida BellSouth service area ..... 1 800 753-0710

**Repair:**  
 If calling from within the Florida BellSouth service area ..... 611

Internet: [www.bellsouth.com](http://www.bellsouth.com)**Detailed Statement of Charges****Service Provider Summary**

Listed below are Local Toll and Long Distance Providers for your line(s).

Line Number	Local Toll Company	Long Distance Company
954 566-7025	QWEST COMMUNICATIONS	FRONTIER

**Service Provider Contact Number**

QWEST COMMUNICATIONS	1 800 860-2255
FRONTIER	1 800 466-4600

**Other Charges and Credits****Amount**

Work Completed On Apr 15, 2000

Your InterLATA Long Distance Company is SPRINT

Charge for new service (04/16/00 - 05/10/00)

1. BellSouth® Voice Mail Residential Mailbox (\$2.95/mo) .....	** 2.46
2. Equipment Maintenance Plan (\$4.50/mo) .....	** 3.75

\*\* Unregulated Charge

Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)

AV E026952

(continued on back)▶

ORIGINAL



Page 3

ANTHONY R BUMBACA SR

Account Number: 954 566-7025 531 1801

Bill Period Date: May 11, 2000

**Detailed Statement of Charges****Other Charges and Credits (continued)****Amount**

Work Completed On Apr 15, 2000 (continued)

Charge for new service (04/16/00 - 05/10/00)

3. FCC Local Number Portability Line Charge - Line

(\$0.35/mo) ..... .29

4. Inside Wire Maintenance Service Plan (\$4.50/mo) ..... \*\* 3.75

5. Area Plus® with Complete Choice® Plan (\$46.00/mo) ..... 38.33

6. FCC Charge for Network Access (\$3.50/mo) ..... 2.92

Credit for Get Acquainted Offer (04/16/00 - 05/10/00)

7. BellSouth® Voice Mail Residential Mailbox (\$2.95/mo) ..... \*\* 2.46CREDIT

Your local toll long distance company is SPRINT

Credit for adding (04/16/00 - 05/10/00)

8. Credit for subscribing to both the Equipment Maintenance  
Plan and the Inside Wire Maintenance Service Plan

(\$3.05/mo) ..... \*\* 2.54CREDIT

9. Charge for service connected - first line ..... 40.00

10. Credit Extended Under Your Installment Payment Plan

N4RVBNA ..... 40.00CREDIT

11. Final payment of installment balance for charges of

\$40.00 on Apr 15, 2000 for Plan N4RVBNA. .... 40.00

Work Completed On Apr 24, 2000

12. Charge for processing change in service ..... 10.00

Work Completed On Apr 26, 2000

13. Charge for Changing Your Long Distance Company to

FRONTIER ..... 1.49

Work Completed On Apr 30, 2000

14. Charge for Changing Your Local Toll Company to QWEST

COMMUNICATIONS ..... 1.49

Work Completed On May 8, 2000

15. Adjustment to cover minimum charge for local service

(04/16/00 - 05/10/00) (\$58.75/mo) ..... \*\* 9.79

\*\* Unregulated Charge

Visit us on the Internet: [www.bellsouth.com](http://www.bellsouth.com)

AV E026952

(continued)▶

ORIGINAL

STATE OF FLORIDA

Page 411 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

ORIGINAL

Public Service Commission

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 327521T

DATE: July 31, 2000

TO: Patrick Allen

OFFICE/BUSINESS: Webnet Communications, Inc.

FAX NUMBER: 202-965-3987

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 10

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



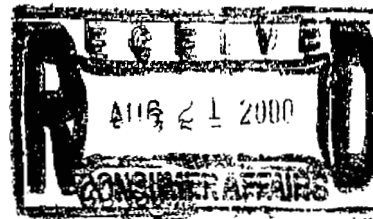
DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

**ORIGINAL**

August 3, 2000

JAMES E HUSSHER III  
ANTHONY R BUMBACA, SR  
905 NE 28TH STREET, APT. 202  
OAKLAND PARK, FL 33334-3734  
Case #327521T



Dear MR. HUSSHER III:

Thank you for contacting the Florida Public Service Commission. We will be investigating your inquiry concerning WEBNET COMMUNICATIONS, INC. ELLEN PLENDL will be handling your case.

I appreciate your giving us this opportunity to assist you. If you have any questions, please feel free to contact ELLEN PLENDL toll free at 1-800-342-3552 or by fax toll free at 1-800-511-0809. For more information on the Florida Public Service Commission, see our Home Page at <http://www.floridapsc.com>.

We will contact you again as soon as our investigation is completed.

Sincerely,

*Beverlee DeMello*

Beverlee S. DeMello Director  
Division of Consumer Affairs

<b>Consumer Information</b>  Name: DALE H THOMPSON  Business Name:  Svc Address: 27 FORTUNE EAST LANE  County: Flagler                      Phone: (904)-446-4718  City/Zip: Palm Coast                      / 32137-  Account Number:  Caller's Name: DALE H THOMPSON  Mailing Address: 27 FORTUNE EAST LANE    City/Zip: PALM COAST ,FL 32137-  Can Be Reached:	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: RANDY ROLAND Entered By: RROLAND Date: 08/08/2000 Time: 16:20 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen329508T Response Needed From Company? Y Date Due: 08/29/2000 Fax: 6W1,202-965-3987	Supmntl Rpt Req'd: 09/07/2000 Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 08/18/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MEP Date: 10/06/2000 Closeout Type: LS-13 Apparent Rule Violation: Y

Customer long distance service switched on April 14, 2000 to Web Net without his permission. Customer's preferred carrier is AT&T. Customer is disputing the bill of \$13.10. Please provide the FPSC with a LOA or taped authorization by the due date in regards to this complaint.

Cross reference 317413T.

**\*\*Inquiry taken by R. Roland\*\***

PLEASE SEND YOUR RESPONSE to FPSC VIA ONE OF THE FOLLOWING:

FAX: 850/413-7168

E-mail: pscreply@psc.state.fl.us

Mail: 2540 Shumard Oak Blvd

Tallahassee, FL 32399

**ORIGINAL**

Request No. 329508T                      Name THOMPSON ,DALE MR.                      Business Name \_\_\_\_\_

PAGE NO:        1

08-18-2000 Reply received via US Mail. RLogan

09/07/2000 Reviewed report and third party verification. The company thanks the customer for switching to WebNet. It appears that the verifier states the customer should spell their name as they want it to appear on the \$100.00 check. Customer spells his name as Dale Thompson. The verifier states the customer should say his address and birthdate. The customer gives the address as only the city, Palm Coast, and his date of birth as November 1937.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

The company issued credit of \$13.10 to the account on August 10, 2000. This credit was sent in the form of a refund check. The service was canceled on May 12, 2000. eplendl

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

**ORIGINAL**

Request No. 329508T

Name THOMPSON ,DALE MR.

Business Name

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000. eplendl

10-05-2000 Reply received via US Mail. RLogan

10/06/2000 Reviewed report. Webnet aslo issued a credit of \$7.84 on October 3, 2000. The service was canceled on May 12, 2000. The report advised that a copy of the refund check is included. However, a copy of this refund check was not included in the report to the PSC. A letter was sent to the customer. eplendl

10/06/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

ORIGINAL

DOCKET No. 001109-TT  
EXHIBIT MM-2  
Page 415 of 659

Request No. 329508T

Name THOMPSON ,DALE MR.

Business Name

PAGE NO: 3



STATE OF FLORIDA

Page 416 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 9, 2000

Mr. Dale Thompson  
27 Fortune East Lane  
Palm Coast, FL 32137

RE: 329508T

Dear Mr. Thompson:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$13.10 to the account on August 10, 2000. This credit was sent in the form of a refund check. You should have already received this refund check. Webnet also issued a credit of \$7.84 on October 3, 2000. You should receive this refund check in one to two billing cycles. The service was canceled on May 12, 2000.

**ORIGINAL**

Mr. Dale Thompson  
Page 2  
October 9, 2000

My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

**ORIGINAL**

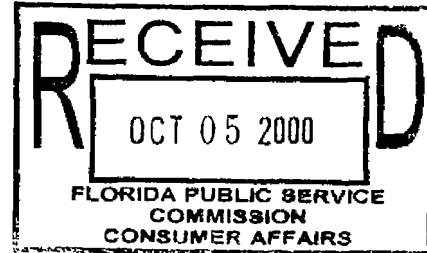


WebNet Communications, Inc.

October 3, 2000

**VIA FIRST CLASS MAIL**

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



***Re: - Dale H. Thompson Ref# - 329508T***

Dear Ms. Randy Roland:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Dale H. Thompson ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$7.84. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on May 12, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

**ORIGINAL**

Randy Roland  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Dale H. Thompson  
18 Federal Ln  
Palm Coast, FL 32137

ORIGINAL

MODE = MEMORY TRANSMISSION

START=SEP-07 10:28

END=SEP-07 10:44

FILE NO. -075

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	STOP	*	612029653987	001/004	00:00:44

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* - 650 413 7294- \*\*\*\*\*

**STATE OF FLORIDA**

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LEA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

**FACSIMILE TRANSMITTAL COVER SHEET**

RE: Inquiry # 329508T

DATE: Sept. 07, 2000

TO: Patrick Allen

OFFICE/BUSINESS: Webnet Comm.

FAX NUMBER: 202 965 3987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS Page 421 of 659  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 329508 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

ORIGINAL



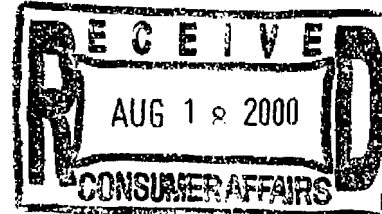
Cats  
Form  
only

WebNet Communications, Inc.

August 15, 2000

**VIA FIRST CLASS MAIL**

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



**Re: Dale Thompson  
Request No. 329508T**

Dear Mr. Roland:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Dale Thompson ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$13.10, with a rerate of calls to \$0.07 cents. A copy of the refund check is attached for your review. WNC's records indicate that complainant's service was terminated on May 12, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

ORIC<sup>TM</sup>

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, D.C. 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/811

DOCKET No. 001109-T1  
EXHIBIT MW-2

Page 423 of 659

8/10/2000

PAY TO THE ORDER OF Dale H Thompson

\$ \*\*13.10

Thirteen and 10/100\*\*\*\*\*

DOLLARS

Security features  
included.  
Details on back.

Dale H Thompson  
18 Federal LN  
Palm Coast, FL 32137

MEMO 904-446-4' 119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUN  
Dale H Thompson  
Refunds

 MP

8/10/2000

1483

13.10

Checking - Fidelity 904-446-4718

13.10

ORIGINAL



Request No. 330280T

Name BUCKLEY ,DONALD MR.

Business Name

<b>Consumer Information</b>  Name: DONALD A BUCKLEY  Business Name:  Svc Address: 1425 RITTER ROAD   County: Polk Phone: (863)-859-3045  City/Zip: Lakeland / 33810-  Account Number:  Caller's Name: DONALD A BUCKLEY  Mailing Address: 1425 RITTER ROAD   City/Zip: LAKELAND ,FL 33810-  Can Be Reached: (863)-859-3045	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: RANDY ROLAND Entered By: AHASHISH Date: 08/14/2000 Time: 10:36 Via: MAIL (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen330280T Response Needed From Company? Y Date Due: 09/05/2000 Fax: 6W1,202-965-3987	Supmntl Rpt Req'd: 09/07/2000 Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 08/28/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MEP Date: 10/06/2000 Closeout Type: LS-13 Apparent Rule Violation: Y

Please review the attached correspondence in which the customer reports the following:  
Customer states that his service was slammed on April 27, 2000. Customer states that he did not authorize any change. Customer states that he has tried to contact the company about the switch but has been unable to get through. Customer is disputing all charges.

Please provide LOA/Tape verification.

Please investigate this issue, contact the customer and provide me with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

PLEASE NOTE\*\* The information on this form is only a summary of the customer's concerns. Additional information, important to this matter, may be contained in the correspondence.

Request No. 330280T

Name BUCKLEY ,DONALD MR.

Business Name

PAGE NO: 1

Page 424 of 659

DOCKET No. 001109-TI  
EXHIBIT MW-2

**\*\*Inquiry taken by A. Hashisho\*\***  
ahashish@psc.state.fl.us

CONTACT NUMBERS  
CAF FAX: 850/413-7168  
CAF Email:pscreply@psc.state.fl.us

08-28-2000 Reply received via US Mail. RLogan

09/07/2000 Reviewed report and third party verification. The company thanks the customer for switching to WebNet. It appears that the verifier states the customer should spell their name as they want it to appear on the \$100.00 check. Customer spells his name as Donald Buckley. The verifier states the customer should say his address and birthdate. The customer gives the address and his date of birth as June 25, 1920.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

The company issued credit of \$9.66 to the account on August 21, 2000. This credit was sent in the form of a refund check. eplendl

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;

**ORIGINAL**

Request No. 330280T

Name BUCKLEY, DONALD MR.

Business Name

5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000.  
eplendl

10-05-2000 Reply received via US Mail. RLogan

10/06/2000 Reviewed report. Webnet already issued a credit of \$9.66 on August 17, 2000. The report advised that a copy of the refund check is included. However, a copy of this refund check was not included in the report to the PSC. A letter was sent to the customer. eplendl

10/06/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

ORIGINAL

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Request No.	330280T	Name	BUCKLEY ,DONALD MR.	Business Name	
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PAGE NO: 3

STATE OF FLORIDA

Page 427 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 9, 2000

Mr. Donald A. Buckley  
1425 Ritter Road  
Lakeland, FL 33810

RE: 330280T

Dear Mr. Buckley:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$9.66 to the account on August 17, 2000. This credit was sent in the form of a refund check. You should have already received this refund check.

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

ORIGINAL

Mr. Donald A. Buckley  
Page 2  
October 9, 2000

My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

RECEIVED  
OCT 11 2000



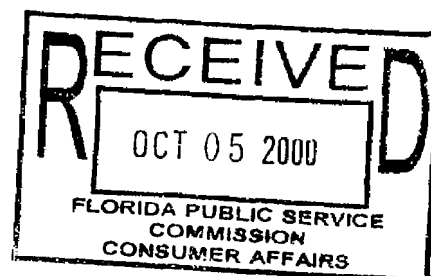
WebNet Communications, Inc.

October 3, 2000

**VIA FIRST CLASS MAIL**

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

***Re: - Donald A. Buckley Ref# - 330280T***



Dear Ms. Randy Roland:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Donald A. Buckley ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$9.66 on August 17, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

**ORIGINAL**

Randy Roland  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Donald A. Buckley  
1425 Ritter Rd.  
Lakeland, FL 33810

**ORIGINAL**

GTE SmartCall  
Products and  
Services Automated  
Helpline  
1 800 483-6855

**GTE REGULATED SERVICE (May 7 to Jun 7)**

Description	Qty	Unit Rate	
1 Tele/access act charge	1	.09	.09
2 Residence line	1	11.36	11.36
3 FCC access charge	1	3.50	3.50
<b>Total</b>			<b>\$ 14.95</b>

Teleservices.  
order

**ADDING AND CHANGING SERVICE (Regulated)**

Services for  
863-859-3045

**Service Order Charges and Credits**

Product Description	Order Number	Effective Date	
4 Interlata change charge	C0000777	Apr 27	4.14
<b>Total Service Order Charges and Credits</b>			<b>4.14</b>

**Total Adding and Changing Service \$ 4.14**

od Min.  
12 1.68  
1 \$ 1.68

p of this page.  
aringhouse

**REGULATED SERVICE TAXES AND SURCHARGES**

5 Federal excise tax at 3.00%	.59
6 Polk County Tax	.23
7 State sales tax - nontelecom at 6.00%	.25
8 Florida intrastate gross receipts tax	.39
9 County 911 Funding Fee	.50
10 Svc Provider Number Portability Fee	.36
<b>Total</b>	<b>\$ 2.32</b>

.05  
.04  
1 \$ .09  
\$ 1.77  
\$ 1.77

**GTE regulated service charges \$ 21.41**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on Page 1.

**Total GTE charges \$ 21.41**

Your Intralata long distance provider is Qwest Communications.

You have selected Qwest Communications as your interexchange carrier.

Notice: Your intraLATA long distance telephone service provider has been changed from GTE Telephone Operations to Qwest Communications on Apr 27, 2000.

Cost of change: \$0.00

Notice: Your interLATA long distance telephone service provider has been changed from Sprint to Qwest Communications on Apr 27, 2000.

Cost of change: \$4.14

Page 431 of 659  
EXHIBIT MW-2  
DOCKET No. 001109-TT



\*\*\*\*\* -COMM. JOURNAL- \*\*\*\*\* DATE SEP-07-2000 \*\*\*\*\* TIME 10

Page 432 of 659

MODE = MEMORY TRANSMISSION

START=SEP-07 10:30

END=SEP-07 10:40

FILE NO.=076

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK		612029653987	005/005	00:05:52

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* 850 413 7294- \*\*\*\*\*

STATE OF FLORIDA

Commissioners:  
J. TERRY DEANON, CHAIRMAN  
E. LEON JACOBS, JR.  
J. H. A. JARER



DIVISION OF CONSUMER AFFAIRS  
DEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1 800-342 3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 330280T

DATE: Sept. 07, 2000

TO: Patrick Allen

OFFICE/BUSINESS: Webnet Comm.

FAX NUMBER: 202-965-3987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 5

ORIGINAL

STATE OF FLORIDA

DOCKET No 001109-TI  
EXHIBIT MW-2

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CON Page 433 of 659  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 330280 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ORIGINAL

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 5

MODE = MEMORY TRANSMISSION

START=SEP-07 10:53

END=SEP-07 10:55

FILE NO.=079

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001	OK	*	617037141330	005/005	00:01:33

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* - 850 413 7294- \*\*\*\*\*

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 330280 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 5

ORIGINAL



fax  
cats form  
B.71

STAMP AND

WebNet Communications, Inc.

August 25, 2000

**VIA FIRST CLASS MAIL**

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

ORIGINAL

**Re: Donald A. Buckley - Case Number: 330280T**

Dear Mr. Roland:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Donald A. Buckley ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that service was terminated on May 22, 2000, and WNC has issued complainant a refund check in the amount of \$9.66. A copy of the refund check is attached for your review. Please be advised that these credits may take one to three billing cycles to appear. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

Mr. Randy Roland  
August 25, 2000  
Page 2 of 2

Enclosures

cc: Donald A. Buckley  
1425 Ritter Road, Lot #8  
Lakeland, FL 33810

ORIGINAL

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

Page 437 of 659

8/21/2000

PAY TO THE ORDER OF **Donald A. Buckley**

\$ \*\*9.66

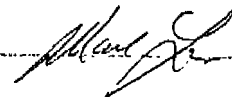
Nine and 66/100\*\*\*\*\*

**Donald A. Buckley**  
1425 Ritter Rd Lot #8  
Lakeland, FL 33810

DOLLARS  
Security features  
included.  
Details on back.

EMO 863-859-304 119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNIC/  
Donald A. Bu  
Refunds



1507

8/21/2000

9.66

Checking - Fidelity 863-859-3045

9.66

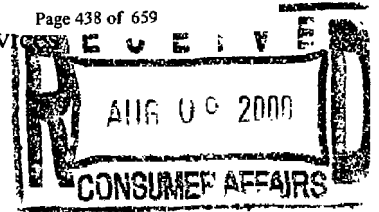
ORIGINAL



Florida Department of Agriculture & Consumer Services  
BOB CRAWFORD, Commissioner  
The Capitol • Tallahassee, Florida

DOCKET No. 001109-T1  
EXHIBIT MW-2

Page 438 of 659



August 4, 2000

Division of Consumer Services  
Second Floor, Mayo Building  
Tallahassee, Florida 32399-0800  
1-800-HELP-FLA

PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BOULEVARD  
ATTN: BEVERLEE DEMELLO  
TALLAHASSEE, FL 32399-0850

In Reply Refer To:

00-06-18949 / WJ

Consumer: MR. DONALD A. BUCKLEY

Business: ILD TELESERVICES

The Division of Consumer Services has received a complaint on a subject which appears to fall within your jurisdiction. A copy is enclosed to assist you in working with the parties involved. The complainant is being advised that future correspondence should be addressed to you.

As you may be aware, Section 570.544(6), Florida Statutes, requires you to acknowledge receipt of this complaint and report to this office on the disposition of the matter within 30 days. If this complaint is not resolved within 30 days, the statute requires you to keep me informed of the progress of this matter at least every 30 days until final disposition.

I would appreciate your cooperation in this matter. If you have any questions regarding this file, please contact me.

Sincerely,

**BOB CRAWFORD**  
**COMMISSIONER OF AGRICULTURE**

*Walter Johnson, JR.*

Walter Johnson, JR.  
Regulatory Specialist III  
850-410-3695/1-800-435-7352 (Florida Only)  
E-Mail: johnsow@doacs.state.fl.us

Enclosure

cc: MR. DONALD A. BUCKLEY  
1425 RITTER ROAD  
LAKELAND, FL 33810

00-06-18949

State of Florida  
Department of Agriculture and Consumer Services

Page 439 of 659

BOB CRAWFORD, Commissioner  
DIVISION OF CONSUMER SERVICES  
CONSUMER COMPLAINT FORM  
570.544(3), F. S.

PLEASE TYPE OR PRINT THIS FORM COMPLETELY. ILLEGIBLE FORMS WILL BE DELAYED.

Person Making Complaint:

Miss/Ms.  
Mrs./Mr.

Buckley, Donald A  
Last Name, First Name, Middle Initial

1425 Ritter Rd - Lot 8  
Mailing Address

Lakeland Polk  
City & County

Florida 33810  
State & Zip Code

016 16 9582  
Social Security Number

863-859-3045  
(Area code) Home phone

(Area code) Work phone

Complaint is Against:

ILD Teleservices  
Use full, legal name

unable to obtain - No answer  
Mailing Address

to Phone - Don't even know  
City & County

who they are - other side  
State & Zip Code

(Area code) Telephone

Owner or Contact person

Because certain age groups enjoy specific protections under the law, please circle your age group:

under 25

25-35

36-45

46-55

over 55

The Product or Service involved: Telephone Service

Date this sale was made: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ This sale was made by? ORIGINAL ☒ Telephone ☐ Mail ☐ Other

If you never received your purchase, please complete this statement: "On \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (date) I learned that I would not receive the product or service I purchased."

Amount Paid for the product or service: \_\_\_\_\_ Payment made by? ☐ Credit Card ☐ Check ☐ Cash

Did you sign a contract or any other similar papers? No Date? \_\_\_\_\_ Where? \_\_\_\_\_

Attach copies of any letters written to or received from the business. Also attach copies of estimates, invoices, advertisements, warranties, canceled checks (both sides), and other supporting documents. Proof of payment is required. DO NOT SEND ORIGINALS.



Explain your complaint fully, describing events in the order they occur  
sheets if necessary.) PLEASE TYPE OR PRINT CLEARLY.

This telephone carrier switched my long distance  
without my knowledge or consent. I don't even know  
who they are. I have tried to contact them at the  
number on the bill but have been unable to get  
through

What would satisfy your complaint?

Make them stop this practice!

Have you hired a lawyer in this matter? No If so, you should rely on the advice of your lawyer.

Have you filed a lawsuit in this matter? No If so, give name and location of the court: \_\_\_\_\_

FALSE OFFICIAL STATEMENTS - Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 837.06, Florida Statutes.

I understand that the Department does not give legal advice, and cannot take legal action for me. I am filing this complaint to notify the Department of the activities of this business/individual and to seek any assistance available.

My signature authorizes the Department of Agriculture and Consumer Services to take any action deemed necessary for purposes of mediation, investigation or enforcement. Also, I acknowledge that I am aware that all information I provide with my complaint is a matter of public record and is not considered confidential.

Arnold A. Benklief  
Signature of person making this complaint

June 1, 2000  
Date

☐ I am filing this complaint for information purposes only.

RETURN COMPLETED COMPLAINT FORM TO:  
FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES  
DIVISION OF CONSUMER SERVICES, MAYO BUILDING  
407 SOUTH CALHOUN STREET-SECOND FLOOR  
TALLAHASSEE, FLORIDA 32399-0800

PHONES: 800-HELPFLA (Florida Only) or (850) 488-2221  
FAX: (850) 487-4177 WEB: www.800helpfla.com

ORIGINAL

STATE OF FLORIDA

DOCKET No 001109-T1  
EXHIBIT MW-2

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



Page 441 of 659  
DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 330280T

DATE: 8/15/2000

TO: Patrick Allen

OFFICE/BUSINESS: Webnet Communications, Inc.

FAX NUMBER: 202-965-3987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

ORIGINAL

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 8

# LAST TRANSACTION REPORT FOR HP FAX-700 SERIES

VI DOCKET No 001109-TI  
EXHIBIT MW-2

TX NAME:  
TX NUMBER:

DA Page 442 of 659  
TIME: 09:10

DATE	TIME	REMOTE FAX NAME AND NUMBER	DURATION	PG	RESULT	DIAGNOSTIC
5-AUG	09:07 S	612029653987	0:03:41	8	OK	66384010009E

S=FAX SENT  
I=POLL IN(FAX RECEIVED)  
O=POLLED OUT(FAX SENT)

PRINT THIS REPORT AUTOMATICALLY. SELECT AUTOMATIC REPORTS IN THE SETTINGS MENU.  
PRINT MANUALLY. PRESS THE REPORT/SPACE BUTTON. THEN PRESS ENTER.

ORIGINAL

Request No. 330283T

Name FORSLUND ,JOHN MR.

Business Name

<b>Consumer Information</b>  Name: JOHN M FORSLUND  Business Name:  Svc Address: P.O. BOX 127   County: Pinellas Phone: (727)-725-2080  City/Zip: Safety Harbor / 34695-  Account Number:  Caller's Name: JOHN M FORSLUND  Mailing Address: P.O. BOX 127   City/Zip: Safety Harbor ,FL 34695-  Can Be Reached: (727)-725-2080	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: NANCY Entered By: AHASHISH Date: 08/14/2000 Time: 10:45 Via: MAIL (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:  Supmntl Rpt Req'd: 09/07/2000 Certified Letter Sent: / / Certified Letter Rec'd: / /  Closed by: NC Date: 10/30/2000 Closeout Type: LS-13 Apparent Rule Violation: Y
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane330283T Response Needed From Company? Y Date Due: 09/05/2000 Fax: 6W1,703-714-1330	
	Interim Report Received: / / Reply Received: 08/28/2000 Reply Received Timely/Late: T Informal Conf.: N	

Please review the attached correspondence in which the customer reports the following:  
Customer states that his service was slammed by the company on June 30, 2000. Customer states that he has returned to his preferred provider. Customer states that he contacted the company about the charges and asked for the verification but the representative was unable to give him that information. Customer states that he wants all charges removed from his bill.

Please provide LOA/Tape verification.

Please investigate this issue, contact the customer and provide me with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

PLEASE NOTE\*\* The information on this form is only a summary of the customer's concerns. Additional information, important to this matter, may be

Request No. 330283T

Name FORSLUND ,JOHN MR.

Business Name

PAGE NO: 1

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DOCKET No 001109-11  
EXHIBIT MW-2

contained in the correspondence.

\*\*Inquiry taken by A. Hashisho\*\*  
ahashish@psc.state.fl.us

CONTACT NUMBERS  
CAF FAX: 850/413-7168  
CAF Email:pscreply@psc.state.fl.us

08-28-2000 Reply received via US Mail. RLogan

08/31/2000 Customer correspondence received via email and added to file. A Hashisho

09/07/2000 Reviewed report and third party verification. The verifier states, "Thank you for choosing WebNet as your long distance provider." It appears that the verifier states the customer should spell their name as they want it to appear on the \$100.00 check. Customer spells her name as Mary Krager at the Pinellas County Jail. The verifier states the customer should say her address and birthdate. The customer gives the address as 49th Street in Clearwater and her date of birth as June 22, 1954.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed. It appears that this is a residential account, but the customer on the verification tape is a business as the Pinellas County Jail.

The company issued credit of \$58.73 to the account on August 21, 2000. The credit was sent in the form of a refund check. the service was canceled on July 28, 2000. eplendl

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;

Request No. 330283T Name FORSLUND ,JOHN MR. Business Name

PAGE NO: 2

Page 444 of 659

DOCKET No. 001109-TI  
EXHIBIT MW-2

3. Statement that the person requesting the change is authorized to request the change;

4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;

5. Statement that the LEC may charge a fee for each provider change;

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed. It appears that this is a residential account, but the customer on the verification tape is a business as the Pinellas County Jail.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier. The report indicates full credit was given, but in reviewing the bills, it appears that more than \$58.73 was billed.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000.  
eplendl

10/06/2000 Reply received via U.S. Mail. RRoland

10/10/2000 Customer called to check the status of his complaint. Transferred to NSIMMONDS voice mail.  
tmorgan

10/11/00 Returned the customer's call at 1:48 pm, customer wanted to hear the tape, I informed customer that there was an error, company had provided a tape with another customer's information, I allowed the customer to listen to the cd that was submitted but a limited part (intro). Customer was calling because the company has continued to bill for 2 more months. She will send me a copy of the bills and I will forward to the company. NCS

Request No. 330283T

Name FORSLUND ,JOHN MR.

Business Name

PAGE NO: 3

STATE OF FLORIDA

Page 446 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DeMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

November 8, 2000

Mr. John M. Forslund  
P. O. Box 127  
Safety Harbor, FL 34695

**RE: Case #330283T**

Dear Mr. Forslund:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to WebNet Communications, Inc. (WebNet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

ORIGINAL

Mr. John M. Forslund  
Page 2  
November 8, 2000

Since none of these conditions have been met, it appears that WebNet has violated PSC rules. As a result, we have charged this company with an apparent rule infraction. The company has issued a credit of \$58.73 to your account to cover the cost of switching back to your preferred company and to rerate the calls you were billed to the rate you would have paid your preferred company. This credit should appear within one or two billing cycles. If you do not see this credit on your telephone bill within the next two billing cycles, please contact me.

As information, the PSC has implemented some of the most stringent anti-slamming rules in the nation as a result of testimony provided by citizens at hearings the PSC held around the state. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by e-mail at [ncortijo@psc.state.fl.us](mailto:ncortijo@psc.state.fl.us).

Sincerely,



Nancy Cortijo-Simmonds  
Regulatory Specialist I  
Division of Consumer Affairs

NCS:ewe



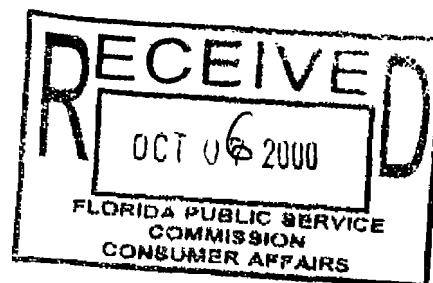


WebNet Communications, Inc.

October 4, 2000

**VIA FIRST CLASS MAIL**

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



***Re: - John M. Forslund Ref# - 330283T***

Dear Sir or Madam:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by John M. Forslund ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$10.63 on August 17, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

**ORIGINAL**

October 4, 2000  
Page 2 of 2

Enclosures

cc: John M Porslund  
P.O. Box 127  
Safety Harbor, FL 34695

ORIGINAL



## STAMP & RETURN

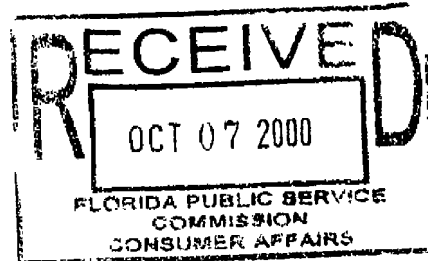
WebNet Communications, Inc.

October 4, 2000

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Patrick H. Allen

ORIGINAL

October 4, 2000  
Page 2 of 2

Enclosures

cc: John M Porslund  
P.O. Box 127  
Safety Harbor, FL 34695

ORIGINAL

PAGE 5 OF 6

TELEPHONE NUMBER 727 725-2080 760119  
ACCOUNT NUMBER 155214068712959104  
STATEMENT ENDING Aug 16, 2000ILD billing  
questions call  
800 433-4518

## COMMUNICATIONS SERVICES

Billing for ILT Teleservices



The following charges appear on your Verizon bill as a service to ILT Teleservices. Direct your billing questions to the phone number in the yellow border of this page.

## ILD TELESERVICES BILLING ADJUSTMENTS

1 Jul 31 Exchange carrier adjustment CR 3.91  
Adjustment(s) applied to previous charges. Total CR \$ 3.91

## ILD TELESERVICES REGULATED SERVICE

Billing on behalf of WebNet  
Billing Questions call 1 800 433-4518

Calls billed to  
727 725-2080

## Direct Dialed Calls

Date	Time	Place called	Number called	Period	Min.	
2 Jul 24	8:52 pm	Tucker GA	770 938-0780	Eve	25	1.75
3 Jul 24	9:17 pm	Rochester NY	716 288-5474	Eve	57	3.99
4 Jul 26	1:40 pm	Auburn AL	334 826-7855	Day	65	9.10
5 Jul 26	8:59 pm	Lawrencebg TN	931 762-5863	Eve	61	4.27
Total						\$ 19.11

For questions concerning your bill, call the number listed at the top of this page. The calls on this page were forwarded by ILT Teleservices, the clearinghouse agent for WebNet.

## TAXES AND FEES ON REGULATED SERVICES

6 Federal excise tax at 3.00% .59  
7 Gross receipts tax .49  
Total \$ 1.08

ILD Teleservices regulated service charges \$ 20.19

Total for ILT Teleservices \$ 20.19

T= 5

15 5214 7277252080 760119 04 00 FL210\*HBRDAI 00016802 3F0000127103

ORIGINAL



TELEPHONE NUMBER  
ACCOUNT NUMBER  
STATEMENT ENDING

727 725-2080  
155214068712959104  
Jul 16, 2000

760119

PAGE 5 OF 8

**REGULATED SERVICE TAXES AND SURCHARGES**

1 Federal excise tax at 3.00%	1.40
2 State sales tax - nontelecom at 6.00%	.50
3 Florida intrastate gross receipts tax	.96
4 County 911 Funding Fee	1.00
5 Svc Provider Number Portability Fee	.72
6 FED USE	.50
<b>Total</b>	<b>\$ 5.08</b>

**GTE regulated service charges****\$ 49.62**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on Page 1.

**Total GTE charges****\$ 49.62**

Your intralata long distance provider is Qwest Communications.

You have selected Qwest Communications as your interexchange carrier.

727 725-2080

Notice: Your intralATA long distance telephone service provider has been changed from AT&T Communications to Qwest Communications on Jun 30, 2000.

Cost of change: \$4.14

727 725-2080

Notice: Your interLATA long distance telephone service provider has been changed from AT&T Communications to Qwest Communications on Jun 30, 2000.

Cost of change: \$4.14

If you have checked the box on the first page of your phone bill or called your local business office and signed up to be a Literacy Champion, a tax deductible \$1 donation will be included monthly in the GTE section of your bill. Contributions will benefit GTE Reads, a non-profit effort supporting literacy programs. Even if you check the box or call the local business office to sign up, you are not required to pay the literacy donation. Phone service will not be terminated if you do not contribute. To discontinue your literacy donation, call the phone number listed on the front of your bill.

1-800  
880-0166

770  
772  
6688

SLANING

1-800  
960-2255

T= 5

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08022945 370000000000



TELEPHONE NUMBER 727 725-2080 760119  
ACCOUNT NUMBER 155214068712959104  
STATEMENT ENDING Jul 16, 2000

PAGE 7 OF 8

ILD billing  
questions call  
800 433-4518

### COMMUNICATIONS SERVICES

Billing for ILD Teleservices



The following charges appear on your GTE bill as a service to ILD Teleservices. Direct your billing questions to the phone number in the yellow border of this page.

### ILD TELESERVICES REGULATED SERVICE

Billing on behalf of WebNet  
Billing Questions call 1 800 433-4518

Calls billed to  
727 725-2080

#### Direct Dialed Calls

Date	Time	Place called	AL	Number called	Period	Min.	
1 Jul 3	9:01 pm	Auburn	AL	334 826-7855	Eve	2	.14
2 Jul 3	9:41 pm	Auburn	AL	334 826-7855	Eve	51	3.57
Total							\$ 3.71

For questions concerning your bill, call the number listed at the top of this page. The calls on this page were forwarded by ILD Teleservices, the clearinghouse agent for WebNet.

### TAXES AND FEES ON REGULATED SERVICES

3 Federal excise tax at 3.00%	.11
4 Gross receipts tax	.09
Total	\$ .20

ILD Teleservices regulated service charges \$ 3.91

Total for ILD Teleservices \$ 3.91

3.71  
8.28  
11.99

53.33  
11.99  
41.34  
333

8.28



TELEPHONE NUMBER 727 725-2080 760119  
ACCOUNT NUMBER 155214068712959104  
STATEMENT ENDING Jul 16, 2000

PAGE 5 OF 8

**REGULATED SERVICE TAXES AND SURCHARGES**

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3 Florida intrastate gross receipts tax	.96
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TELEPHONE NUMBER 727 725-2080  
ACCOUNT NUMBER 155214068712959104  
STATEMENT ENDING Jul 16, 2000

760119

PAGE 7 OF 8

ILD billing  
questions call  
800 433-4518

## COMMUNICATIONS SERVICES

Billing for ILD Teleservices



The following charges appear on your GTE bill as a service to ILD Teleservices. Direct your billing questions to the phone number in the yellow border of this page.

## ILD TELESERVICES REGULATED SERVICE

Billing on behalf of WebNet  
Billing Questions call 1 800 433-4518

100%

Calls billed to  
727 725-2080

## Direct Dialed Calls

Date	Time	Place called		Number called	Period	Min.	
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3.71  
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11.99

53.33  
11.99  
41.34  
3.33

8.28

STATE OF FLORIDA

DOCKET No. 001169-T1  
EXHIBIT MW-2

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSU. Page 457 of 659  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

**FACSIMILE TRANSMITTAL COVER SHEET**

RE: Inquiry # 330283 T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: (703) 714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 9

\*\*\*\*\* -COMM. JOURNAL- \*\*\*\*\* DATE SEP-07-2000 \*\*\*\*\* TIME 12

Page 458 of 659

MODE = MEMORY TRANSMISSION

START=SEP-07 11:58

END=SEP-07 12:01

FILE NO.=093

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
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-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* 850 413 7294- \*\*\*\*\*  
STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JAHEN



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
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(850) 413-6100  
TOLL FREE 1-800-342-3552

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COMMENTS: \_\_\_\_\_  
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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 9

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
84-240/811

DOCKET No 001109-TI  
EXHIBIT MW-2

Page 459 of 659

8/21/2000

PAY TO THE ORDER OF John M Forslund

\$ \*\*58.73

Fifty-Eight and 73/100\*\*\*\*\*

John M Forslund

DOLLARS  
Security features  
included.  
Details on back.

MEMO 727-725-208

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

*[Signature]*

WEBNET COMMUNIC  
John M Fors  
Refunds

8/21/2000

1506

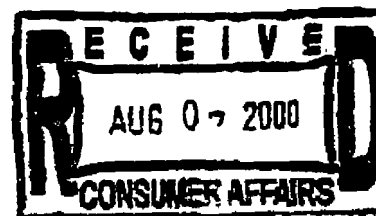
58.73

Checking - Fidelity 727-725-2080

58.73

P. O. Box 127 -  
Safety Harbor, FL 34695  
3 August 2000

State of Florida  
Public Service Commission  
Division of Consumer Affairs  
2540 Shumart Oak Blvd.  
Tallahassee, FL 32399-0850



Gentlemen:

The purpose of this letter is to inform you that I have been recently "slammed" by an unknown long distance carrier!! Here's some background information:

My present local provider: GTE (now known as Verizon)  
My present long distance provider: AT&T (I've had them 15 yrs or so!)

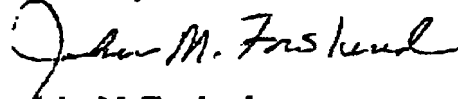
The folks at GTE (Verizon) suggested I write my State Public Service Commission and inform them of this occurrence of "slamming." I was assured that someone in your organization would take appropriate action. Hence, this letter.

I received my latest monthly bill (copy enclosed) from my local provider (GTE/Verizon). I noticed long distance call charges had been added to my bill from a provider that I'd never heard of or been contacted by. Upon checking with GTE billing department, I was informed that these charges had been given them by Qwest Communications for WebNet. I called WebNet and they informed me that on 30 June 2000, someone at my phone number had given permission for this change of carriers to occur. Upon requesting the recording that authorized this, there was a blank at the other end of the phone. After much frustration trying to inquire about this change, I gave up!

I have never heard of this outfit or had any contact with them!! I then called AT&T and made them aware of what had recently happened. They suggested I then call GTE back which I did immediately. The folks at GTE were very helpful and told me they'd send the charges back to WebNet and refuse any additional charges. GTE promised also to delete these and any other "slamming" charges from my bill. They then suggested I request a "Long Distance Freeze" form (which I did) be sent to me to put a "freeze" on any changes without my permission. When I receive this form I will sign it and return it to GTE immediately.

I would appreciate hearing from you in the near future as to this situation and what can be done to remedy it. Thank you in advance for your prompt attention to this complaint.

Sincerely,

  
John M. Forslund  
727-725-2080

/mbf  
Enclosures



WebNet Communications, Inc.

August 25, 2000

**VIA FIRST CLASS MAIL**

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: John M. Forslund - Case Number: 330283T**

Dear Mr. Roland:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by John Forslund ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that service was terminated on July 28, 2000, and WNC has issued complainant a refund check in the amount of \$58.73, for a full refund. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

August 25, 2000  
Page 2 of 2

Enclosures

cc: John Forslund  
P.O. Box 127  
Safety Harbor, FL 34695

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WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/811

8/21/2000

PAY TO THE ORDER OF **John M Forslund**

\$ \*\*58.73

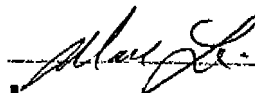
**Fifty-Eight and 73/100\*\*\*\*\***

**John M Forslund**



MEMO 727-725-2080 119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNIC  
John M Fors  
Refunds

 NP

8/21/2000

1506

58.73

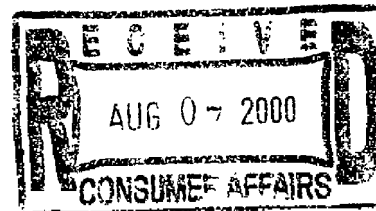
Checking - Fidelity 727-725-2080

58.73



P. O. Box 127  
Safety Harbor, FL 34695  
3 August 2000

State of Florida  
Public Service Commission  
Division of Consumer Affairs  
2540 Shumart Oak Blvd.  
Tallahassee, FL 32399-0850



ORIGINAL

Gentlemen:

The purpose of this letter is to inform you that I have been recently "slammed" by an unknown long distance carrier!! Here's some background information:

My present local provider: GTE (now known as Verizon)  
My present long distance provider: AT&T (I've had them 15 yrs or so!)

The folks at GTE (Verizon) suggested I write my State Public Service Commission and inform them of this occurrence of "slamming." I was assured that someone in your organization would take appropriate action. Hence, this letter.

I received my latest monthly bill (copy enclosed) from my local provider (GTE/Verizon). I noticed long distance call charges had been added to my bill from a provider that I'd never heard of or been contacted by. Upon checking with GTE billing department, I was informed that these charges had been given them by Qwest Communications for WebNet. I called WebNet and they informed me that on 30 June 2000, someone at my phone number had given permission for this change of carriers to occur. Upon requesting the recording that authorized this, there was a blank at the other end of the phone. After much frustration trying to inquire about this change, I gave up!

I have never heard of this outfit or had any contact with them!! I then called AT&T and made them aware of what had recently happened. They suggested I then call GTE back which I did immediately. The folks at GTE were very helpful and told me they'd send the charges back to WebNet and refuse any additional charges. GTE promised also to delete these and any other "slamming" charges from my bill. They then suggested I request a "Long Distance Freeze" form (which I did) be sent to me to put a "freeze" on any changes without my permission. When I receive this form I will sign it and return it to GTE immediately.

I would appreciate hearing from you in the near future as to this situation and what can be done to remedy it. Thank you in advance for your prompt attention to this complaint.

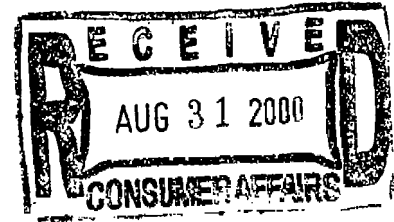
Sincerely,

John M. Forslund  
727-725-2080

/mhf  
Enclosures

P. O. Box 127  
Safety Harbor, FL 34695  
29 August 2000

State of Florida  
Public Service Commission  
Division of Consumer Affairs  
2540 Shumart Oak Blvd.  
Tallahassee, FL 32399-0850



Attn: Nancy Cortijo-Simmonds

Case #330283T


It's comforting to know that there's a State organization out there with Consumers' interests at heart!!

I was recently copied on a letter sent to you by WebNet Communications, Inc. concerning my above case number. WebNet also sent me a check for \$58.73 as a refund for wronged charges. Since receiving this check, I have also incurred additional charges on my GTE/Verizon bill in the amount of \$20.19 (copy of bill enclosed). These are charges that I am not responsible for as a result of this situation! I would appreciate your advising WebNet of these charges. I considered writing them directly, but felt I should go through your organization since you originally handled the complaint.

I do appreciate your efforts in obtaining this refund for me. I'm pleased that my letter was so effective! However, as I read through the copy of the letter, I am wondering if you were advised of what the third party verification was. Was it a recording of a voice authorizing this change? If so, did you receive a copy of the recording? The reason for my concern is that neither my wife or I ever authorized such a switch. We're both wondering now what/who authorized the switch!

Any information you can give me regarding my above questions would be thoroughly appreciated. Again, thank you and your organization for efforts to get to the bottom of this "slamming" incident.

Sincerely,

  
John M. Forslund  
727-725-2080

/mhf  
Enclosure

**ORIGINAL**

STATE OF FLORIDA

DOCKET No 001109-TI  
EXHIBIT MW-2

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



Page 466 of 659  
DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

**FACSIMILE TRANSMITTAL COVER SHEET**

RE: Inquiry # 330283T

DATE: 8/15/2000

TO: Patrick Allen

OFFICE/BUSINESS: Webnet Communications, Inc.

FAX NUMBER: 202-965-3987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 2

DATE: 15-AUG-00  
TIME: 09:19

<u>DATE</u>	<u>TIME</u>	<u>REMOTE FAX NAME AND NUMBER</u>	<u>DURATION</u>	<u>PG</u>	<u>RESULT</u>	<u>DIAGNOSTIC</u>
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Request No. 331435T

Name GLICK ,IRWIN MR.

Business Name

<b>Consumer Information</b> Name: IRWIN GLICK Business Name: Svc Address: 5071 NESTING WAY APT C County: Palm Beach Phone: (561)-496-4673 City/Zip: Delray Beach / 33484- Account Number: Caller's Name: IRWIN GLICK Mailing Address: 5071 NESTING WAY APT C City/Zip: DELRAY BEACH ,FL 33484- Can Be Reached: (561)-496-4673 E-Tracking Number:	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b> Assigned To: NANCY Entered By: RGILLAND Date: 08/21/2000 Time: 08:07 Via: PHONE Prelim Type: SLAMMING PO: Disputed Amt: 0.00 Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: NC Date: 10/30/2000 Closeout Type: LS-13 Apparent Rule Violation: Y
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane331435T Response Needed From Company? y Date Due: 09/12/2000 Fax: 9W1,877-550-3004 R Interim Report Received: / / Reply Received: 09/05/2000 Reply Received Timely/Late: T Informal Conf.: N	

Customer states that he was switched to WebNet without his authorization. Customer states that before he was switched he had no LD service provider. Customer is being billed for \$26.81. DO NOT TRY TO COLLECT THIS AMOUNT WHILE THIS IS UNDER INVESTIGATION. Customer should not be responsible for this until this investigation is complete. Please provide the FPSC with the documents necessary to investigate claim. Customer states he was treated very rudely. Address this with the customer. Also, send a copy of the LOA/Taped Authorization to the customer as well as the FPSC by the due date.

Case Taken By: RBGillander  
Fax: 850/413-7168  
Email: pscreply@psc.state.fl.us

09/05/00 Company sent response to another division within the Commission. J Gilchrist. old CMU. I don't know if it was faxed or mailed will notify P.Johnson. NCS

Request No. 331435T

Name GLICK ,IRWIN MR.

Business Name

PAGE NO: 1

DOCKET No 001109-71  
EXHIBIT MW-2  
Page 468 of 659

09-05-2000 Reply received via US Mail. RLogan

09/07/00 Customer called to thank Robert and I for assisting him with the case. I informed the customer that I had not done much on the case and that it was be forwarding to an analyst in our division for further review since it was coming from WEBNET Communication. He asked if he would compensation for the aggravation and grief caused by the problem I informed him that we do not have jurisdiction in those matter and that we would only be able to assist him in getting a credit for improper charges build to him. NCS

09-20-2000 Customer states that he received a call from BellSouth informing him that for a \$57.32 phone bill he has was reduced to \$17.34. Customer is paying this amount today. D. Flores

09/25/2000 CASE REFAXED TO CO: Customer states that WEBNET is now billing him \$26.77. The customer states that he felt that this matter had been resolved. The customer is asking to be credited these charges as promised. tmorgan

10/11/00 Per report and verification received, the company response was not "bona fide" because the verification did not fulfill requirements established under the FAC. On verification the customer verifies name and address, and the automated system thanks the customer for choosing Web net as their long distance provider and then ask what name does the customer want listed on a \$100.00 check and to provide address. Florida Administrative Code rules indicate the following:

(3) (a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change; and

Verification data including at least one of the following:

- a. The customer's date of birth
- b. The last 4 digits of the customer's social security number
- c. The customer's mother's maiden name.

The verification did not include #3,4,5 nor did it have one of the verification data required to confirm

Request No. 331435T

Name GLICK ,IRWIN MR.

Business Name

PAGE NO: 2

customer of record.

2) Due to the lack of applicable information on the verification cd, Webnet is now directed to issue full credit for the first 30 days the customer was switched to Webnet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday October 20, 2000. NCS

10-27-2000 TPV CD received via US Mail. RLogan

10/27/00 Customer has been billed for additional charges, this has been mentioned above. Please review and submit supplemental report including amount of credit issued, to PSC by 11/02/00 NCS.

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Request No.	331435T	Name	GLICK ,IRWIN MR.	Business Name	
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Request No. 331598T

Name PICKELING ,STANLEY MR.

Business Name

**Consumer Information**

Name: STANLEY PICKELING

Business Name:

Svc Address: 15777 BOLESPA ROAD NO 114

County: Pinellas Phone: (727)-531-5266

City/Zip: Clearwater / 33760-

Account Number:

Caller's Name: STANLEY PICKELING

Mailing Address: 15777 BOLESPA ROAD NO 114

City/Zip: CLEARWATER ,FL 33760-

Can Be Reached:

**Florida Public Service  
Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Patrick Allen331598T

Response Needed From Company? Y

Date Due: 09/12/2000

Fax: 6W1,202-965-3987

Interim Report Received: / /

Reply Received: 09/05/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: RANDY ROLAND

Entered By: RROLAND

Date: 08/21/2000

Time: 14:43

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: 09/07/2000

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 10/06/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Customer states that he was switched from AT&T to WebNet without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

\*\*Inquiry taken by R. Roland\*\*

rroland@psc.state.fl.us

850-410-8037 - OFFICE

PLEASE SEND YOUR RESPONSE to FPSC VIA ONE OF THE FOLLOWING:

FAX: 850/413-7168

E-mail: pscreply@psc.state.fl.us

**ORIGINAL**

DOCKET No 00109-TI  
 EXHIBIT MW-2  
 Page 471 of 659

Request No. 331598T

Name PICKELING ,STANLEY MR.

Business Name

PAGE NO: 1



Mail: 2540 Shumard Oak Blvd  
Tallahassee, FL 32399-850

Cross reference: 319415T.

09-05-2000 Reply received via US Mail. RLogan

09/07/2000 Reviewed report and third party verification. It appears that the verifier states the customer should spell their name as they want it to appear on the \$100.00 check. Customer spells her name as Doris Packard. The verifier states the customer should say her address and birthdate. The customer gives the address and her date of birth as July 11, 1931, 1925.

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

The company issued credit of \$48.50 to the account on August 29, 2000. This credit was sent in the form of a refund check. The service was canceled on May 23, 2000. eplendl

09/07/2000 FAX TO CO.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change;

ORIGINAL

Request No. 331598T Name PICKELING ,STANLEY MR. Business Name

The verification did not include the statement about the LEC charging a fee for the provider change, the determination that the person on the phone was authorized to make a switch in service, or the phone numbers to be changed.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, September 29, 2000. eplendl

10-05-2000 Reply received via US Mail. RLogan

10/06/2000 Reviewed report. Webnet already issued a credit of \$48.50 on October 3, 2000. The service was canceled on May 23, 2000. The report advised that a copy of the refund check is included. However, a copy of this refund check was not included in the report to the PSC. A letter was sent to the customer. eplendl

10/06/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

ORIGINAL

Request No. 331598T

Name PICKELING ,STANLEY MR.

Business Name

PAGE NO: 3

STATE OF FLORIDA

DOCKET No. 001109-TT  
EXHIBIT MW-2

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



Page 474 of 659  
DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

October 9, 2000

Mr. Stanley Pickeling  
15777 Bolespa Road  
Unit #114  
Clearwater, FL 33760

RE: 331598T

Dear Mr. Pickeling:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$48.50 to the account on August 29, 2000. This credit was sent in the form of a refund check. You should have already received this refund check. The service was canceled on May 23, 2000.

Mr. Stanley Pickeling  
Page 2  
October 9, 2000

My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,



Ellen Plendl  
Regulatory Specialist

Enclosure

ORIGINAL

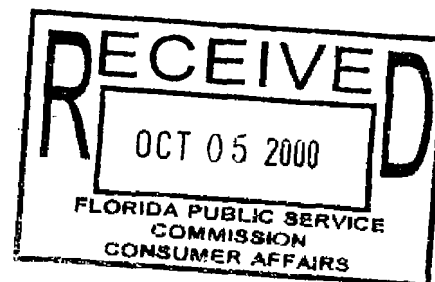


WebNet Communications, Inc.

October 3, 2000

VIA FIRST CLASS MAIL

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



Re: - Stanley Pickeling Ref# ~~332598T~~

Dear Ms. Randy Roland:

331598

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Stanley Pickeling ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$48.50. WNC's records also indicate that service was terminated on May 23, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

ORIGINAL

Randy Roland  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Stanley Pickeling  
15777 Bolespa Rd. No. 114  
Clearwater, FL 33760

ORIGINAL

STATE OF FLORIDA

DOCKET No 001109-TI  
EXHIBIT MW-2

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CO Page 478 of 659  
BEVERLEE DeMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 331598T

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: 703-714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

MODE = MEMORY TRANSMISSION

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END=SEP-07 10:57

FILE NO.=080

STN NO. COMM. ABBR NO. STATION NAME/TEL NO. PAGES DURATION

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-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* - 850 413 7294- \*\*\*\*\*

STATE OF FLORIDA

Commissioners:  
J. TERRY O'PARSON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JAGER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 33159BT

DATE: Sept. 07, 2000

TO: Charles Helein

OFFICE/BUSINESS: Webnet Communications

FAX NUMBER: 703-714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4



## STAMP & RETURN

WebNet Communications, Inc.

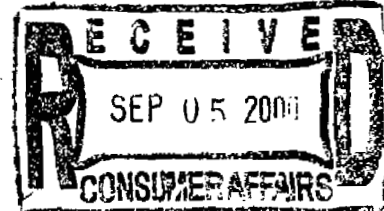


*Fax cats  
to m  
only 331598*

August 31, 2000

**VIA FIRST CLASS MAIL**

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



**Re: Stanley Pickeling - Case Number: 331598T**

Dear Mr. Roland:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Stanley Pickeling ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that service was terminated on May 23, 2000, and WNC has issued complainant a refund check in the amount of \$48.50, switching fees in the amount of \$10.00 are included in this refund. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

ORIGINAL

ORIGINAL

Mr. Randy Roland  
August 31, 2000  
Page 2 of 2

Enclosures

cc: Stanley Pickeling  
15777 Bolispa Road  
No. 114  
Clearwater, FL 33760

1

ORIGINAL

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
84-240/611

8/29/2000

THE  
OF Stanley Pickeling

\$ \*\*48.50

erty-Eight and 50/100\*\*\*\*\*

Stanley Pickeling

DOLLARS  
Security features  
included.  
Details on back.

727-531-5266

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .



1571

8/29/2000

48.50

EBNET COMMUNICA

Stanley Pickel  
Refunds

hecking - Fidelity 727-531-5266

48.50

ORIGINAL



WebNet Communications, Inc.

August 31, 2000

**VIA FIRST CLASS MAIL**

Mr. Randy Roland  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: Stanley Pickeling - Case Number: 331598T**

Dear Mr. Roland:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Stanley Pickeling ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC's records indicate that service was terminated on May 23, 2000, and WNC has issued complainant a refund check in the amount of \$48.50, switching fees in the amount of \$10.00 are included in this refund. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

ORIGINAL

Mr. Randy Roland  
August 31, 2000  
Page 2 of 2

Enclosures

cc: Stanley Pickeling  
15777 Bolispa Road  
No. 114  
Clearwater, FL 33760

ORIGINAL

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/811

8/29/2000

TO THE  
FROM Stanley Pickeling

\$ \*\*48.50

Forty-Eight and 50/100\*\*\*\*\*

Stanley Pickeling

DOLLARS  
Security features  
included.  
Details on back.

727-531-5266 119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNIC.  
Stanley Pickeling  
Refunds



1571

8/29/2000

48.50

Checking - Fidelity 727-531-5266

48.50

ORIGINAL

Request No. 332379T

Name KELLEY ,OLIVE MS.

Business Name

<p align="center"><b>Consumer Information</b></p> <p>Name: OLIVE KELLEY</p> <p>Business Name:</p> <p>Svc Address: 19605 NW 5TH COURT</p> <p>County: Dade                      Phone: (305)-652-6525</p> <p>City/Zip: Miami                      / 33169-</p> <p>Account Number:</p> <p>Caller's Name: OLIVE      KELLEY</p> <p>Mailing Address: 19605 NW 5TH COURT</p> <p>City/Zip: Miami ,FL 33169-</p> <p>Can Be Reached:</p>	<p align="center"><b>Florida Public Service</b></p> <p align="center"><b>Commission - Consumer Request</b></p> <p align="center"><b>2540 Shumard Oak Boulevard</b></p> <p align="center"><b>Tallahassee, Florida 32399</b></p> <p align="center"><b>850-413-6100</b></p>	<p align="center"><b>PSC Information</b></p> <p>Assigned To: ELLEN PLENDL</p> <p>Entered By: TMORGAN</p> <p>Date: 08/24/2000</p> <p>Time: 16:29</p> <p>Via: PHONE</p> <p align="center">(Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p>
	<p align="center"><b>Utility Information</b></p> <p>Company Code: TJ299</p> <p>Company: WEBNET COMMUNICATIONS, INC.</p> <p>Attn. Helein-Scott Jane332379T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 09/15/2000</p> <p>Fax: 9W1,800-815-0348</p>	<p>Supmntl Rpt Req'd:    /    /</p> <p>Certified Letter Sent:    /    /</p> <p>Certified Letter Rec'd:    /    /</p>
	<p>Interim Report Received:    /    /</p> <p>Reply Received: 12/01/2000</p> <p>Reply Received Timely/Late: L</p> <p>Informal Conf.: N</p>	<p>Closed by: MEP</p> <p>Date: 12/05/2000</p> <p>Closeout Type: LS-13</p> <p>Apparent Rule Violation: Y</p>

It appears that the customer's long distance carrier of choice was changed from no carrier at all to WebNet without authorization. Customer is currently disputing charges that amount to \$5.31. Customer is asking that the amount be credited, and that WebNet remove themselves as her carrier.

- \* Provide verification obtained for the change in service.
- \* Provide applicable credit and/or balance due information on this account.
- \* Confirm the customer has been contacted regarding this matter.

Case taken by Telsula Morgan  
 FAX# 850-413-7168  
 E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 332379T

Name KELLEY ,OLIVE MS.

Business Name

PAGE NO: 1

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DOCKET No 00109-TT  
EXHIBIT MW-2

10/30/2000 FAX TO CO. Your report is past due. Please submit a final report by Monday, November 6, 2000.  
eplendl

12/01/2000 Reply received via US Mail. RLogan

12/05/2000 Reviewed report. WebNet advised the company switched the service in accordance with company policy. No LOA or TPV was provided to the PSC. Documentation provided to the Public Service Commission indicates the company canceled the account on November 10, 2000. In addition, WebNet issued a credit of \$7.74 to the account. This credit was sent under separate cover in the form of a refund check payable to you on November 14, 2000. You should receive this check in one to two billing cycles. eplendl

12/05/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

Request No. 332379T

Name KELLEY ,OLIVE MS.

Business Name

PAGE NO: 2

Page 487 of 659

DOCKET No 001109-71  
EXHIBIT NWM-2



STATE OF FLORIDA

Page 488 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

December 8, 2000

Ms. Olive Kelley  
19605 NW 5<sup>th</sup> Court  
Miami, FL 33169

RE: 332379T

Dear Ms. Kelley:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications, Inc. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the Public Service Commission indicates the company canceled the account on November 10, 2000. In addition, WebNet issued a credit of \$7.74 to the account. This credit was sent under separate cover in the form of a refund check payable to you on November 14, 2000. You should receive this check in one to two billing cycles.

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Ms. Olive Kelley  
Page 2  
December 8, 2000

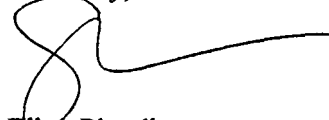
My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to be 'Ellen Plendl', with a long horizontal flourish extending to the right.

Ellen Plendl  
Regulatory Specialist

Enclosure



WebNet Communications, Inc.

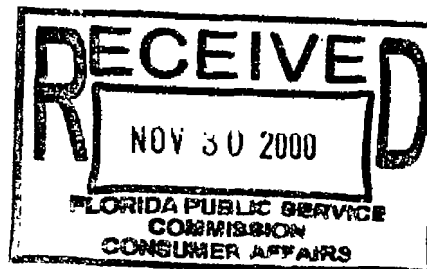
November 19, 2000

**VIA FIRST CLASS MAIL**

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
General Gunter Building  
Tallahassee, FL 32399-0850

Re: Linda Davis  
305-652-6525

332379



Dear Sir or Madam:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Linda Davis ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$7.74, switching fees in the amount of \$5.00 are included. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on November 10, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

Page 2 of 2

Enclosures

cc: Linda Davis  
19605 NW 5 CT  
Miami, FL 33169

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

3086

11/14/2000

PAY TO THE  
ORDER OF Linda Davis

\$ \*\*7.74

Seven and 74/100\*\*\*\*\*


DOLLARS  
Security features  
included.  
Details on back.

Linda Davis  
19605 NW 5 CT  
Miami, FL 33169

MEMO 305-652-65

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNI  
Linda Davi  
Refunds

 NP

3086

11/14/2000

7.74

Checking - Fidelity 305-652-6525

7.74

\*\*\*\*\* -COMM. JOURNAL- \*\*\*\*\* DATE OCT-30-2000 \*\*\*\*\* TIME 14:15 \*\*\*

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MODE = MEMORY TRANSMISSION

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END=OCT-30 14:15

FILE NO.=171

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-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* 850 414 1626- \*\*\*\*\*

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

**FACSIMILE TRANSMITTAL COVER SHEET**

RE: Inquiry # 332379

DATE: October 30, 2000

TO: *Jane Helein-Scott*

OFFICE/BUSINESS: *WebNet Communications, Inc.*

FAX NUMBER: *(800) 815-0348*

FROM: *DIVISION OF CONSUMER AFFAIRS*

FAX NUMBER: *(850) 413-7168*

TELEPHONE NUMBER: *(850) 413-6100 OR 1-800-342-3552*

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 3

Request No. 332852T

Name HAHN ,RICHARD MR.

Business Name

<p align="center"><b>Consumer Information</b></p> <p>Name: RICHARD HAHN</p> <p>Business Name:</p> <p>Svc Address: 1350 SOUTHEAST 3 AVENUE #101</p> <p>County: Broward                      Phone: (954)-923-7596</p> <p>City/Zip: Dania                              / 33004-</p> <p>Account Number:</p> <p>Caller's Name: RICHARD      HAHN</p> <p>Mailing Address: 1350 SOUTHEAST 3 AVENUE #101</p> <p>City/Zip: Dania ,FL 33004-</p> <p>Can Be Reached: (305)-510-1772</p>	<p align="center"><b>Florida Public Service</b></p> <p align="center"><b>Commission - Consumer Request</b></p> <p align="center"><b>2540 Shumard Oak Boulevard</b></p> <p align="center"><b>Tallahassee, Florida 32399</b></p> <p align="center"><b>850-413-6100</b></p>	<p align="center"><b>PSC Information</b></p> <p>Assigned To: SHIRLEY STOKES</p> <p>Entered By: SSTOKES</p> <p>Date: 08/28/2000</p> <p>Time: 15:38</p> <p>Via: PHONE</p> <p align="center">(Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <p>Supmntl Rpt Req'd:    /    /</p> <p>Certified Letter Sent:    /    /</p> <p>Certified Letter Rec'd:    /    /</p> <p>Closed by:    ss</p> <p>Date: 10/18/2000</p> <p>Closeout Type: LS-13</p> <p>Apparent Rule Violation: Y</p>
	<p align="center"><b>Utility Information</b></p> <p>Company Code: TJ299</p> <p>Company: WEBNET COMMUNICATIONS, INC.</p> <p>Attn. Helein-Scott Jane332852T</p> <p>Response Needed From Company?    Y</p> <p>Date Due: 09/19/2000</p> <p>Fax: 6W1,703-714-1330</p>	
	<p>Interim Report Received:    /    /</p> <p>Reply Received:    /    /</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

Note: This case was filed with Qwest Communications on August 24, 2000, and the company's report stated that Mr. Hahn is a customer of Webnet Communications, Inc. (As information, Mr. Hahn called the PSC on August 22, 2000. Due to computer problems on this date and I was absent on August 23, 2000, the case was not filed with Qwest until August 24, 2000) Please see the following information regarding Mr. Hahn's concerns.

Mr. Hahn says that his long distance service was switched from AOL without his authorization. He says that the company says that it has a recorder of him authorizing the switch, but he did not authorize the switch. He also indicated that the bill shows Web.net and ILD Teleservices. Additionally, Mr. Hahn says that his account was billed for a number of calls to a Sarasota and North Carolina telephone numbers that were not answered. When he asked to speak with a supervisor, he says that he didn't receive assistance. Mr. Hahn made several racial slurs about the company's employees by calling them "fat lips," "incompetent," and they

Request No. 332852T

Name HAHN ,RICHARD MR.

Business Name

were hired because of affirmative action. Mr. Hahn asks that this information be included in his complaint, and says that the company should keep a record of complaints regarding Black employees. He also made several comments about the taxes on his bill, and stated that (Governor) Jeb Bush needs to get of the g--d-- office. After asking Mr. Hahn to send us a copy of his bill to assist in the investigation, he promised to fax a copy.

08-28-00 CAF received Mr. Hahn's August 22, 2000, letter with copies of the disputed bills.

PLEASE INVESTIGATE AND PROVIDE ME WITH A DETAILED WRITTEN REPORT INCLUDING VERIFICATION TAPE AND APPLICABLE CREDITS BY THE DUE DATE SHOWN ON THIS FORM . Shirley Stokes

08-24-00 CAF received Qwest's report, stating that Mr. Hahn is a customer of Webnet Communications. Shirley Stokes

08-28-00 I put the file in Ms. Kaullis Baker's in box (at 4:30 p.m.) to fax to the company. Shirley Stokes

09/25/2000 Reply received via U.S. Mail. RRoland

10-18-00 Note: The company provided a disc along with its report , stating that the "...service was switched in conformance with the company policy." The report also stated that the company issued a \$66.07 refund check to the customer, which included \$35.20 for service charges.

The recorded information thanks the party for choosing Webnet as your long distance provider. At the tone, the party is asked to state your name as you would like for it to appear on your \$100 check. The party is then as to state the address and birthdate. The party on the tape states the name Richard Hahn and provides address information. The party does not provide birthdate information.

Webnet does not fulfill its obligation as required in the PSC's Rule 25-4.118(2)(c)(2). That rule requires an audio recording of the information stated in subsection (3)(a) 1-5 must be included as part of the audio verification. Therefore, this case was closed out as a slamming infraction. Shirley Stokes

10-18-00 Closed by letter explaining the \$66.07 refund and the recorded verification did not meet the PSC requirements in the rules and regulations as noted above. Shirley Stokes

Request No. 332852T

Name HAHN ,RICHARD MR.

Business Name

PAGE NO: 2

DOCKET No 001109-TT  
EXHIBIT MM-2  
Page 495 of 659



STATE OF FLORIDA

Page 496 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 18, 2000

Mr. Richard Hahn  
1350 Southeast 3 Avenue, #101  
Dania, FL 33004

**RE: FPSC Request No. 332177T & 332852T**

Dear Mr. Hahn:

Thank you for contacting the Florida Public Service Commission (PSC) about Qwest Communications (Qwest) and Webnet Communications, Inc., (Webnet).

To assist you, we contacted both companies and asked for detailed written reports. Qwest reported that you were a customer of Webnet. Webnet stated that it sent you a \$66.07 refund check, which included \$35.20 for service charges. Although Webnet provided us with a recorded verification for the switch, it does not meet the requirements in the PSC's rules and regulations. The company was notified about this problem. I also understand your concerns that you did not authorize the switch.

If you have any questions or need further assistance, please give us a call at our toll-free telephone number 1-800-342-3552 or by toll-free fax at 1-800-511-0809.

Sincerely,

A handwritten signature in cursive script, appearing to read "Shirley Ann Stokes".  
Shirley Ann Stokes  
Regulatory Supervisor/Consultant

SAS:sas

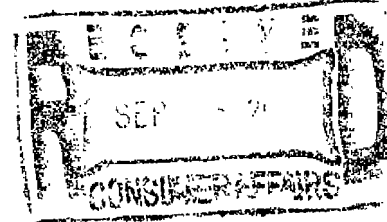


WebNet Communications, Inc.

September 19, 2000

**VIA FIRST CLASS MAIL**

Ms. Shirley Stokes  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



**Re: Richard Hahn - Request No. 332852T**

Dear Ms. Stokes:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Richard Hahn ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$66.07, service charges in the amount of \$35.20 are included in this refund. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on August 25, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

**ORIGINAL**

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

Page 498 of 659

9/12/2000

AY TO THE  
ORDER OF **Richard Hahn**

\$ \*\*66.07

Sixty-Six and 07/100\*\*\*\*\*

**Richard Hahn**  
1350 SE 3 AV #101  
Dania, FL 33004

DOLLARS  
Security features  
included.  
Details on back.

MEMO 954-923-7596

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNI

**Richard Ha**  
Refunds

*Man L.*

11\*

1605

9/12/2000

66.07

Checking - Fidelity 954-923-7596

66.07

ORIGINAL

**Via Electronic Mail**

August 24, 2000

Ms. Shirley Stokes  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: Mr. Richard Hahn, (954) 923-7596  
Request #332177T**

Dear Ms. Stokes:

Please be advised that Qwest Communications Corporation (Qwest) has completed a review of the issues raised in the complaint filed by Richard Hahn. After investigation, Qwest has determined that Mr. Hahn is a customer of *Webnet Com., Inc.*

Qwest cannot respond to this complaint as Qwest acts solely as a provider of transport services for *Webnet Com., Inc.* The company in question is a reseller of Qwest and is currently offering reseller services to other regionally based switchless resellers. The reason why Qwest appears on Mr. Hahn's phone bill, is because *Webnet Com., Inc* uses Qwest's Carrier Identification Code (CIC).

As a general rule Qwest never interfaces with the end user nor do we have access to the Letter of Agency for account numbers provisioned on behalf of the reseller. For legal reasons *Webnet Com., Inc* has the responsibility as the reseller and not Qwest. Any future correspondence regarding this case should be directed to the following:

ATTN: Patrick Allen, V.P.  
Webnet Com., Inc  
3248 Prospect Street N.W.  
Washington D.C. 20007-3214  
(877) 550-3006

Should you have any further questions regarding this matter please feel free to contact this office.

Sincerely,

Richard Hayes  
Regulatory Specialist



**Bill Period Date:** Aug 14, 2000

### Important Notice(s)

**Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by \*\* on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2355.**

8/22/2000 Spoke to @ QWEST - LUCY + "CLEMON" -  
800 860 1020 ~ no back trans twice -  
8/22 @ B Smith Mgr Broker 11 Call back @ decision  
8/22 1:00 - 10 min - no answer 1:15 pm - LUCY - trans to  
LAPP-Super. Webnet 877 880 0166 - Mrs Williams -  
trans to Super. <sup>Nexty would not transfer</sup>  
(continued on page 2)

\*\*\*\*\* PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT. \*\*\*\*\*

**Please make check payable to BellSouth in U.S. funds.**

954 923-7596 502 1806

Aug 14, 2000

AV 1006 R13 E000990

☐

**#000990**

**RICHARD HAHN**  
**APT 101**  
**1350 SE 3RD AV**  
**DANIA FL 33004-5527**

[illegible]



RICHARD HAHN

Account Number: 954 923-7596 502 1206

Bill Period Date: Aug 14, 2000

For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

**Detailed Statement of Charges****Miscellaneous Charges and Credits****Amount****Service Provider - WEBNET****Date**

1. 07/13	Presubscribed Interexchange Carrier Charge .....	3.88
2. 07/27	Federal Universal Service Fund Fee .....	6.67
Total Miscellaneous Charges and Credits .....		10.55

**Itemized Calls****Amount****Service Provider - WEBNET****Direct Dialed Calls**

Date	Place Called	Number Called	Rate*	Time	Min	
3. 07/06	ASHEVILLE NC	828 298-4537	AE	07:35PM	2	.14
4. 07/07	ARDEN NC	828 215-2098	AN	11:25PM	1	.07
5. 07/07	ASHEVILLE NC	828 298-4537	AN	11:26PM	1	.07
6. 07/09	SARASOTA FL	941 365-5261	KD	03:51PM	1	.14
7. 07/09	SARASOTA FL	941 365-5261	KE	05:50PM	1	.14
8. 07/09	SARASOTA FL	941 365-5261	KE	07:05PM	1	.14
9. 07/09	SARASOTA FL	941 365-5261	KE	07:46PM	1	.14
10. 07/09	SARASOTA FL	941 365-5261	KE	08:18PM	1	.14
11. 07/09	SARASOTA FL	941 365-5261	KE	08:58PM	1	.14
12. 07/09	SARASOTA FL	941 365-5261	KE	09:06PM	2	.28
13. 07/10	SARASOTA FL	941 365-5261	KD	10:00AM	1	.14
14. 07/10	SARASOTA FL	941 365-5261	KD	10:01AM	2	.28
15. 07/10	SARASOTA FL	941 365-5261	KD	10:16AM	1	.14
16. 07/10	ASHEVILLE NC	828 298-4537	AD	10:49AM	49	3.43
17. 07/10	ASHEVILLE NC	828 298-4537	AD	11:38AM	6	.42
18. 07/10	SARASOTA FL	941 365-5261	KD	11:44AM	1	.14
19. 07/10	SARASOTA FL	941 365-5261	KD	12:23PM	1	.14
20. 07/10	SARASOTA FL	941 365-5261	KD	12:54PM	1	.14
21. 07/10	SARASOTA FL	941 365-5261	KD	12:58PM	2	.28
22. 07/10	SARASOTA FL	941 365-5261	KD	01:04PM	1	.14
23. 07/10	SARASOTA FL	941 365-5261	KD	01:05PM	2	.28

\* Taxes and Rates Applied - See Back of First Page

AV E000990

12-14 2.7  
(continued on back) ▶



RICHARD HAHN  
Account Number: 954 923-7596 502 1806  
Bill Period Date: Aug 14, 2000

Page 502 of 659

For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

### Detailed Statement of Charges

<u>Taxes</u>	<u>Amount</u>
<u>Taxes on Regulated Services</u>	
105. Federal Tax .....	3.81
106. Florida Gross Receipts Surcharge .....	3.08
107. City Tax .....	3.76
Total Taxes on Regulated Services .....	10.65
Total Taxes .....	10.65

Total ILD Teleservices, Inc. Current Charges 134.48

~~6/26/00~~  
8/22

8/22 PSC 800 342 3552 Ray - 77 - .7  
hung up - 2.94 - .14  
of NIKKI - turn to Super  
MS. STOKES - SUPV. 3.71 + tax  
FOO 511 08 09 FAX -  
E cover letter - no auth -  
or any other -  
will be in days

This portion of your bill is provided as a service to ILD Teleservices, Inc.

AV E000990

STATE OF FLORIDA

Page 503 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 332852T

DATE: August 29, 2000

TO: Patrick Allen

OFFICE/BUSINESS: WebNet Comm.

FAX NUMBER: 202-945-3987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 11



Request No. 334401T

Name BERMAN ,CELINE MR.

Business Name

**Consumer Information**

Name: CELINE BERMAN

Business Name:

Svc Address: 4480 LAKE ROAD

County: Dade

Phone: (305)-576-3241

City/Zip: Miami / 33137-

Account Number:

Caller's Name: CELINE BERMAN

Mailing Address: 4480 LAKE ROAD

City/Zip: Miami ,FL 33137-

Can Be Reached: (305)-576-1187

**Florida Public Service**  
**Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane334401T

Response Needed From Company? Y

Date Due: 09/28/2000

Fax: 6W1,703-714-1330

Interim Report Received: / /

Reply Received: 10/05/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: NANCY

Entered By: TMORGAN

Date: 09/07/2000

Time: 10:16

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NC

Date: 10/30/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

It appears that the customer's long distance carrier of choice was changed from no carrier at all to WebNet without authorization. The customer is disputing charges that amount to \$4.11. The customer is asking that this amount be credited to her account, and that WebNet remove themselves as her carrier.

- \* Provide verification obtained for the change in service.
- \* Provide applicable credit and/or balance due information on this account.
- \* Confirm the customer has been contacted regarding this matter.

Case taken by Telsula Morgan

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

**ORIGINAL**

Request No. 334401T

Name BERMAN ,CELINE MR.

Business Name

PAGE NO: 1

10-05-2000 Reply received via US Mail. RLogan

10/11/00 Per report and verification received, several parts of verification were not included on recording please review the following.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
  2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
  3. Statement that the person requesting the change is authorized to request the change;
  4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
  5. Statement that the LEC may charge a fee for each provider change; and
- Verification data including at least one of the following:

- a. The customer's date of birth
- b. The last 4 digits of the customer's social security number
- c. The customer's mother's maiden name.

The verification did not include #1 (billing name and number) and one of the verification data requested.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by 10/20/00 NCS.

Closing case as a violation.

ORIGINAL

Page 505 of 659  
EXHIBIT MW-2  
DOCKET No. 001109-TI

Request No. 334401T Name BERMAN ,CELINE MR. Business Name

STATE OF FLORIDA

Page 506 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

November 1, 2000

Mr. Gerald Berald  
Ms. Celine Berman  
4480 Lake Road  
Miami, FL 33137

**RE: Case #334401T**

Dear Mr. Berald and Ms. Berman:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to WebNet Communications, Inc. (WebNet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. Gerald Berald  
Ms. Celine Berman  
Page 2  
November 1, 2000

001109-T1  
EXHIBIT MW-2  
Page 507 of 659

Since none of these conditions have been met, it appears that WebNet has violated PSC rules. As a result, we have charged this company with an apparent rule infraction. The company has issued a credit of \$6.56 to your account to cover the cost of switching back to your preferred company and to rerate the calls you were billed to the rate you would have paid your preferred company. This credit should appear within one or two billing cycles. If you do not see this credit on your telephone bill within the next two billing cycles, please contact me.

As information, the PSC has implemented some of the most stringent anti-slamming rules in the nation as a result of testimony provided by citizens at hearings the PSC held around the state. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "No Sales Solicitation Calls" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by e-mail at [ncortijo@psc.state.fl.us](mailto:ncortijo@psc.state.fl.us).

Sincerely,



Nancy Cortijo-Simmonds  
Regulatory Specialist I  
Division of Consumer Affairs



WebNet Communications, Inc.

October 3, 2000

**VIA FIRST CLASS MAIL**

Ms. Nancy Cortijo-Simmonds  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

***Re: - Gerald Berald Ref# - 334401T***



Dear Ms. Nancy Cortijo-Simmonds:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Gerald Berald ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$6.56. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on August 5, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

**ORIGINAL**

Nancy Cortijo-Simmonds  
October 3, 2000  
Page 2 of 2

Enclosures

cc: Gerald Berald  
4480 Lake Rd  
Miami, FL 33137

**ORIGINAL**

Request No. 335196T

Name KING ,MARILYN MRS

Business Name

**Consumer Information**

Name: MARILYN V KING

Business Name:

Svc Address: 302 N. CHERRY STREET

County: Flagler

Phone: (904)-437-3448

City/Zip: Bunnell / 32110-

Account Number:

Caller's Name: MARILYN V KING

Mailing Address: P.O. BOX 2409

City/Zip: Bunnell ,FL 32110-2409

Can Be Reached: (904)-437-3448

**Florida Public Service  
Commission - Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane335196T

Response Needed From Company? Y

Date Due: 10/03/2000

Fax: 6W1,703-714-1330

Interim Report Received: / /

Reply Received: 10/05/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: NANCY

Entered By: AHASHISH

Date: 09/12/2000

Time: 08:25

Via: MAIL

(Phone/Mail/Fax/E-Mail)

Prelim Type: IMPROPER

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NC

Date: 10/30/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Please review the attached correspondence in which the customer reports the following:  
Customer states that the company contacted her by recorded message. Customer states that she was offered service for .05 cents per minute and \$100.00 check. Customer states that when she received her bill the calls were charged a .14 cents per minute and was told that the check would only be sent after 6 months of service. Customer states that the recording did not state any of this and there was no way she could speak to a person. Customer states that she has canceled the account and returned to her preferred provider. Please investigate this issue, contact the customer and provide the Commission with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.  
PLEASE NOTE\*\* The information on this form is only a summary of the customer's concerns. Additional information, important to this matter, may be contained in the correspondence.  
\*\*Inquiry taken by A. Hashisho\*\*

Request No. 335196T

Name KING ,MARILYN MRS

Business Name

PAGE NO: 1

**ORIGINAL**

Page 510 of 659

DOCKET No. 001109-11  
EXHIBIT MW-2

CONTACT NUMBERS

CAF FAX: 850/413-7168

CAF Email:pscreply@psc.state.fl.us

09/25/2000 Customer correspondence received via U.S. Mail, faxed to company and added to file. A Hashisho

09/25/2000 FAX TO COMPANY: Please review the additional customer correspondence. A Hashisho

10-05-2000 Reply received via US Mail. RLogan

10/11/00 Per report and verification received. The cd had another customer information rather than the customer that is filing the complaint. The number on the cd matched the number on this case but the name on the cd is John Jones and the name on the case is Mr. & Mrs. Larry King.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change; and

Verification data including at least one of the following:

- a. The customer's date of birth
- b. The last 4 digits of the customer's social security number
- c. The customer's mother's maiden name.

The verification did not include none of the above pertaining to the customer filing the complaint and also did not contain phone number on the verification. The number listed above for Mr. King was written on the cd.

2) Due to the lack of applicable information on the verification cd, Webnet is now directed to issue full

Request No. 335196T

Name KING ,MARILYN MRS

Business Name

PAGE NO: 2

ORIGINAL



credit for the first 30 days the customer was switched to and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by 10/20/00 NCS.

10-12-2000 Reply received via US Mail. RLogan

10/27/00 The report received on 10/12/00 is identical to the initial report received by the PSC on 10/05/00. The difference that the company owes the company is \$6.45 and if the customer has been billed for any other charges a rerate would be required. There is a \$10.00 credit in addition for switching services back to the carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report by 11/02/00: NCS

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Request No.	335196T	Name	KING ,MARILYN MRS	Business Name	
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PAGE NO: 3

STATE OF FLORIDA

DOCKET No. 001109-TT  
EXHIBIT MW-2

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER PROTECTION  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Page 513 of 659

## Public Service Commission

November 8, 2000

Mr. and Mrs. Larry King  
P. O. Box 2409  
Bunnell, FL 32110-2409

RE: Case #335196T

Dear Mr. and Mrs. King:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to WebNet Communications, Inc. (WebNet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

EX-100

Mr. and Mrs. Larry King  
Page 2  
November 8, 2000

Since none of these conditions have been met, it appears that WebNet has violated PSC rules. As a result, we have charged this company with an apparent rule infraction. The company has issued a credit of \$30.56 to your account to cover the cost of switching back to your preferred company and to rerate the calls you were billed to the rate you would have paid your preferred company. This credit should appear within one or two billing cycles. If you do not see this credit on your telephone bill within the next two billing cycles, please contact me.

As information, the PSC has implemented some of the most stringent anti-slamming rules in the nation as a result of testimony provided by citizens at hearings the PSC held around the state. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by e-mail at [ncortijo@psc.state.fl.us](mailto:ncortijo@psc.state.fl.us).

Sincerely,



Nancy Cortijo-Simmonds  
Regulatory Specialist I  
Division of Consumer Affairs

NCS:ewe



WebNet Communications, Inc.

October 11, 2000

**VIA FIRST CLASS MAIL**

Florida Public Service Commission  
Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



**Re: Larry King - Request No. ~~9975544~~**

Dear Sir or Madam: 335196

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Larry King ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint. WNC records indicate that, in response to a previous complaint, a refund check of \$20.56 was issued on approximately September 19, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*  
Patrick H. Allen

ORIGINAL

October 11, 2000  
Page 2 of 2

Enclosures

cc: John Jones  
23 1st. Ave.  
Daytona Beach, FL 32116

13AL



WebNet Communications, Inc.

ORIGINAL  
FILED

October 6, 2000

Jane M. Scott  
Helein & Associates, P.C.  
8180 Greensboro Drive Suite 700  
McLean, VA 22102

RE: Larry King  
(904) 437-3448

Ms. Scott:

WebNet Communications has received the above referenced consumer complaint and would like you to respond to them.

The consumer: Larry King complains of being billed at a higher per minute rate than he understood he would receive.

- Services where authorized by: 'John Jones'  
23 1<sup>st</sup> Ave.  
Daytona Beach, FL 32116  
(904) 437-3448
- Date of verification: August 29, 2000
- Time of verification: 4:07 PM
- Date of service connection: July 18, 2000
- Date of service termination: August 31, 2000

WebNet's records indicate that, in response to a previous complaint, a refund check of \$20.56 was issued on approximately September 19, 2000.

Sincerely;

WebNet Communications

Victor Sanchez

enc.: Copy of taped LOA - *given 9-21*

ORIGINAL



WebNet Communications, Inc.

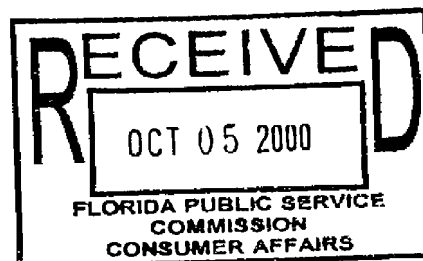
October 3, 2000

VIA FIRST CLASS MAIL

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

Re: - Larry King

335196



Dear Sir or Madam:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Larry King ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$20.56, switching fees in the amount of \$10.00 are included. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on July 29, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

ORIGINAL

October 3, 2000  
Page 2 of 2

Enclosures

cc: Larry King  
23 1st Ave.  
Daytona Beach, FL 32116

ORIGINAL



Marilyn V. King

September 21, 2000

ORIGINAL

BellSouth  
P. O. Box 33009  
Charlotte, NC 28243-0001

Re: Telephone Bill Dated August 22, 2000 - Larry King - 904/437-3448

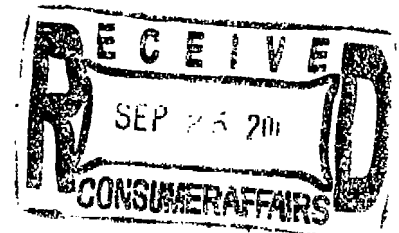
Gentlemen:

As requested by your telephone call, here is my check in the amount of \$27.01 to make the difference in my previous payment.

I am asking WEBNET to credit our account with this amount. We shall see.

Yours sincerely,

MK



BC: Public Service Commission

ORIGINAL

P. O. Box 2409 (302 N. Cherry Street), Bunnell, FL 32110-2409

PH (904) 437-3448

**Larry and Marilyn V. King**

**September 21, 2000**

**WEBNET**

**11770 Haynes Bridge Road, Ste. 205  
Alpharetta, GA 30004**

**Re: Telephone Bill Dated August 22, 2000 - Larry King - 904/437-3448  
My letter to you dated September 7, 2000**

**Gentlemen:**

**In furtherance of this matter, please notify BellSouth that you will credit the amount of  
\$27.01 to this account. Thank you.**

**Yours sincerely,**

*MK*

**Copy to Public Service Commission**

**ORIGINAL**

**P. O. Box 2409 (302 N. Cherry Street), Bunnell, FL 32110-2409**

**PH (904) 437-3448**

STATE OF FLORIDA

DOCKET No 001109-TT  
EXHIBIT MW-2

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



Page 522 of 659  
DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 335196T

DATE: Sept. 25, 2000

TO: Patrick Allen

OFFICE/BUSINESS: WebNet

FAX NUMBER: 202 965 3987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 5

\*\*\*\*\* -COMM. JOURNAL- \*\*\*\*\* DATE SEP-25-2000 \*\*\*\*\* TIME 16:23 \*

Page 523 of 659

MODE = MEMORY TRANSMISSION

START=SEP-25 16:14

END=SEP-25 16:23

FILE NO. #213

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001	OK	*	612029653987	004/004	00:04:45

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* - 850 413 7294- \*\*\*\*\*

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 335196T

DATE: Sept. 25, 2000

TO: Patrick Allen

OFFICE/BUSINESS: WebNet

FAX NUMBER: 202 965 3987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

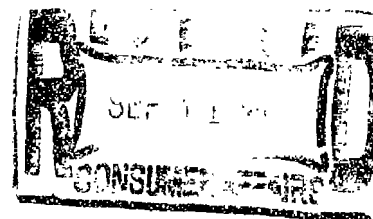
COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 5

Larry and Marilyn V. King

September 7, 2000

WEBNET  
11770 Haynes Bridge Road, Ste. 205  
Alpharetta, GA 30004



Gentlemen:                      Re: Telephone Bill dated August 22, 2000  
Larry King - 904/437-3448

In July, I received an automated voice message which promised to send me a \$100 check and long distance calls for five cents a minute. It did sound like a good deal, and I gave my name and date of birth, but there was no company name mentioned and the phone call was terminated before I could ask any questions.

I discussed this with my husband, and we decided to wait for the \$100 check and the next phone bill.

We received the August 22nd BellSouth bill, which included the statement from WEBNET, which we discovered was the phone company which had solicited our business. The charges for long distance were not five cents a minute - indeed, they were fourteen cents a minute!!! Also, phone calls to Daytona Beach area, which had been 25 cents each as a local toll call through BellSouth, were now charged at the 14 cents a minute!!

When I called your company with questions (after much difficulty getting the phone number!), I was told that the \$100 check would be sent AFTER six months of service from WEBNET.

We have cancelled your service and returned to AT&T for long distance, and to BellSouth for local and local toll service.

We do not intend to pay this bill, as we feel the service was not as was presented to us.

Very truly yours,

*Marilyn V. King*

**ORIGINAL**

Copies to Public Service Commission  
and BellSouth

P. O. Box 2409 (302 N. Cherry Street), Bunnell, FL 32110-2409

PH (904) 437-3448



Page 11

LARRY KING

Account Number: 904 437-3448 121 0565

Bill Period Date: Aug 22, 2000



For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

**Detailed Statement of Charges****Itemized Calls (continued)****Amount****Service Provider - WEBNET (continued)****Direct Dialed Calls (continued)**

	Date	Place Called	Number Called	Rate*	Time	Min	
24.	07/28	STAUGUSTIN FL	904 829-2277	KD	12:15PM	1	.14
25.	07/28	STAUGUSTIN FL	904 829-2277	KD	12:17PM	2	.28
26.	07/28	STAUGUSTIN FL	904 829-2277	KD	12:19PM	5	.70
27.	07/28	JACKSONVL FL	904 641-3519	KD	12:51PM	2	.28
28.	08/02	DAYTONABCH FL	904 252-4679	KD	12:37PM	13	1.82
29.	08/08	DAYTONABCH FL	904 253-8000	KD	10:06AM	5	.70
Total Direct Dialed Calls .....							21.14
Total Itemized Calls .....							21.14

**Taxes****Amount****Taxes on Regulated Services**

30. Federal Tax .....	.79
31. Florida Gross Receipts Surcharge .....	.63
Total Taxes on Regulated Services .....	1.42
Total Taxes .....	1.42

**Total ILD Teleservices, Inc. Current Charges 27.01**

\* Taxes and Rates Applied - See Back of First Page

This portion of your bill is provided as a service to ILD Teleservices, Inc.

AV E013245

STATE OF FLORIDA

DOCKET No. 001109-TI  
EXHIBIT MW-2

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



Page 526 of 659  
DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

**FACSIMILE TRANSMITTAL COVER SHEET**

RE: Inquiry # 33519/T

DATE: September 12, 2000

TO: Patrick Allen

OFFICE/BUSINESS: WebNet Comm.

FAX NUMBER: 202-965-3987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 6

\*\*\*\*\* -COMM. JOURNAL- \*\*\*\*\* DATE SEP-12-2000 \*\*\*\*\* TIME 09:23 \*\*

Page 527 of 659

MODE = MEMORY TRANSMISSION

START=SEP-12 09:19 END=SEP-12 09:23

FILE NO.=150

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
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-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* - 850 413 7294- \*\*\*\*\*

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 335196T

DATE: September 12, 2000

TO: Patrick Allen

OFFICE/BUSINESS: WebNet Comm.

FAX NUMBER: 202-965-3987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 6



<b>Consumer Information</b>  Name: HOWARD PFEFFER  Business Name:  Svc Address: 1310 SW 115TH WAY   County: Broward Phone: (954)-370-8770  City/Zip: Davie / 33325-  Account Number:  Caller's Name: HOWARD PFEFFER  Mailing Address: 1310 SW 115TH WAY   City/Zip: Davie, FL 33325-  Can Be Reached: (954)-456-2116	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>  <b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane335710T Response Needed From Company? Y Date Due: 10/05/2000 Fax: 6W1,703-714-1330  Interim Report Received: / / Reply Received: 10/05/2000 Reply Received Timely/Late: T Informal Conf.: N	<b>PSC Information</b>  Assigned To: NANCY Entered By: NCHESTER Date: 09/14/2000 Time: 09:24 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:  Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /  Closed by: NC Date: 10/30/2000 Closeout Type: LS-13 Apparent Rule Violation: Y
--	---	--

Customer states that he has been billed for long distance calls through your company. Customer states that he has been billed \$60.26. Customer states that he never authorized any of his calls to be routed through your company. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report by the due date.

Case taken by Nekey Chester  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

10-05-2000 TPV CD received via US Mail. RLogan

10/11/00 Per report and verification cd received, the company has apparently violated FAC requirements. Please review the following.

Request No. 335710T

Name PFEFFER, HOWARD MR.

Business Name

PAGE NO: 1

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
3. Statement that the person requesting the change is authorized to request the change;
4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
5. Statement that the LEC may charge a fee for each provider change; and

Verification data including at least one of the following:

- a. The customer's date of birth
- b. The last 4 digits of the customer's social security number
- c. The customer's mother's maiden name.

The verification did not include one of the verification data required to confirm the customer of record.

2) Due to the lack of applicable information on the verification cd, WebNet is now directed to issue full credit for the first 30 days the customer was switched to WebNet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

3) A supplemental report is due with the amount of credit and date issued by Friday, October 20, 2000. NCS

10/30/2000 Case prelim type changed to "slamming". P.Lowery

ORIGINAL

Request No. 335710T Name PFEFFER ,HOWARD MR. Business Name \_\_\_\_\_

PAGE NO: 2

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

November 1, 2000

Mr. Howard Pfeffer  
1310 Southwest 115 Way  
Davie, FL 33325

**RE: Case #335710T**

Dear Mr. Pfeffer:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to WebNet Communications, Inc. (WebNet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

Mr. Howard Pfeffer  
Page 2  
November 1, 2000

Since none of these conditions have been met, it appears that WebNet has violated PSC rules. As a result, we have charged this company with an apparent rule infraction. The company has issued a credit of \$44.20 to your account to cover the cost of switching back to your preferred company and to rerate the calls you were billed to the rate you would have paid your preferred company. This credit should appear within one or two billing cycles. If you do not see this credit on your telephone bill within the next two billing cycles, please contact me.

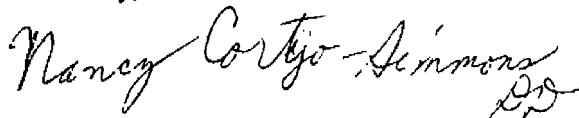
As information, the PSC has implemented some of the most stringent anti-slamming rules in the nation as a result of testimony provided by citizens at hearings the PSC held around the state. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by e-mail at [ncortijo@psc.state.fl.us](mailto:ncortijo@psc.state.fl.us).

Sincerely,



Nancy Cortijo-Simmonds  
Regulatory Specialist I  
Division of Consumer Affairs

NCS:ewe



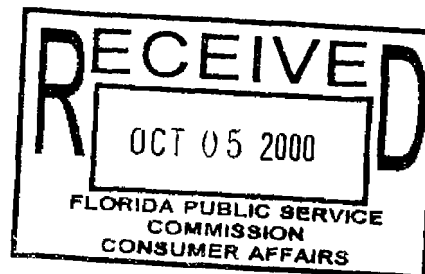
WebNet Communications, Inc.

October 3, 2000

VIA FIRST CLASS MAIL

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Howard Pepper**



Dear Sir or Madam:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Howard Pepper ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$34.20, switching fees in the amount of \$10.00 are included. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on August 20, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

**ORIGINAL**

October 3, 2000  
Page 2 of 2

Enclosures

cc: Howard Pepper  
1310 SW 115th Way  
Davie, FL 33325

ORIGINAL

Request No. 337161T

Name CARR ,WALTER &amp; MARILY MR.

Business Name

**Consumer Information**

Name: WALTER &amp; MARILY CARR

Business Name:

Svc Address: 2054 TERRACE VIEW LANE

County: Hernando Phone: (352)-688-4706

City/Zip: Spring Hill / 34606-

Account Number:

Caller's Name: WALTER &amp; MARILY CARR

Mailing Address: 2054 TERRACE VIEW LANE

City/Zip: SPRING HILL ,FL 34606-

Can Be Reached: (352)-688-4706

**Florida Public Service**  
**Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane337161T

Response Needed From Company? Y

Date Due: 10/12/2000

Fax: 9W1,800-815-0348

Interim Report Received: / /

Reply Received: 10/12/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: NOELIA SANTIAGO

Entered By: AHASHISH

Date: 09/21/2000

Time: 14:48

Via: MAIL

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 10/23/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Please review the attached correspondence in which the customer reports the following:

Customers state that their service was slammed by the company. Customer states that they do not want any bills from this company. Customer states that they want the account canceled and any charges credited.

Please investigate this issue, contact the customer and provide the Commission with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

PLEASE NOTE\*\* The information on this form is only a summary of the customer's concerns. Additional information, important to this matter, may be contained in the correspondence.

\*\*Inquiry taken by A. Hashisho\*\*

Request No. 337161T

Name CARR ,WALTER &amp; MARILY MR.

Business Name

PAGE NO: 1

CAF FAX: 850/413-7168

CAF Email:pscreply@psc.state.fl.us

10-12-2000 Reply received via US Mail. Verification included. RLogan

10/12/2000: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT A CREDIT IN THE AMOUNT OF \$24.17 WAS ISSUED TO THE CUSTOMER. ALSO A \$10.00 CREDIT WAS ISSUED FOR SWITCHING FEES. A THIRD PARTY VERIFICATION TAPE WAS PROVIDED AND THE CUSTOMER AUTHORIZED THE COMPANY TO PROVIDE HER WITH LD SERVICE . CUSTOMER DID NOT PROVIDE HER DATE OF BIRTH AS WAS REQUESTED AS A PART OF THE PROCESS OF AUTHORIZATION.

10/24/2000: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

11/01/2000 Customer correspondence received via U.S. Mail and forwarded to Noelia Santiago for review.  
AHashisho

11/27/00 - Customer called with concerns pertaining to this complaint. Customer informed that the analyst is out of the office and her return date is uncertain. Customer transferred to Carmen Pena's voice mail.  
janderson

12/26/2000 Customer correspondence received via email, forward and copy to Noelia Santiago, and added to original file. Customer reports the following:

"Attention: Noelia J. Santiago  
Division of Consumer Affairs

Received your letter of 11/01/00. In my 11/16/00 bill from Bell South I had additional charges of \$4.09 from Webnet for services dated 11/09/00. This charge is in addition to those reported in my October 24,2000 letter.

I do not know why I continue to be billed by Webnet. As you know I was illegally slammed. I would like to get all charges eliminated from Webnet.

Thank you for your assistance.

Walter and Marilyn Carr

Request No. 337161T Name CARR ,WALTER & MARILY MR. Business Name

PAGE NO: 2

ORIGINAL



Request No. 337161T

Name CARR ,WALTER & MARILY MR.

Business Name

PAGE NO: 3

Page 536 of 639

DOCKET No 001109-71  
EXHIBIT MW-2

ORIGINAL

Angie Hashisho

---

Page 537 of 659

From: WALTER CARR [streetcar9@juno.com]  
Sent: Sunday, December 24, 2000 1:15 PM  
To: contact@psc.state.fl.us  
Subject: Case #337161T

Attention: Noelia J. Santiago  
Division of Consumer Affairs

Received your letter of 11/01/00. In my 11/16/00 bill from Bell South I had additional charges of \$4.09 from Webnet for services dated 11/09/00. This charge is in addition to those reported in my October 24, 2000 letter.

I do not know why I continue to be billed by Webnet. As you know I was illegally slammed. I would like to get all charges eliminated from Webnet.

Thank you for your assistance.

Walter and Marilyn Carr

2054 Terrace View Lane  
Spring Hill, Florida 34606

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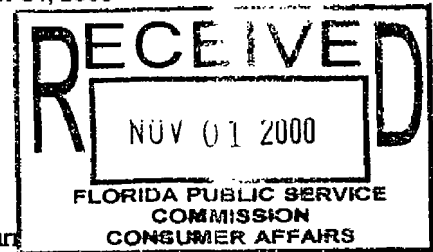
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<http://dl.www.juno.com/get/tagj>.

ORIGINAL

2054 Terrace View Lane  
Spring Hill, FL 34606  
October 24, 2000

Mr. Patrick H. Allen  
WebNet Comm., Inc.  
3248 Prospect Ave., N.W.  
Washington, D.C. 20007



Re: Walter & Marilyn Carr  
Request No. 337161T

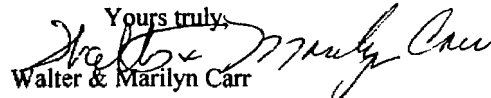
Dear Mr. Allen

In your letter of 10/11/00 you stated that our service from WebNet was terminated on 8/24/00. Enclosed is our latest bill from Bell South dated 10/16/00 with WebNet charges of \$42.29 listing calls dated 9/7/00 to 9/17/00.

Since these charges are beyond the cancellation date of 8/24/00, there should be no reason for these charges. In September WebNet charged us \$7.71 and in October your charges were \$42.29 for a total of \$50.00.

In your letter of 10/11/00 you sent us a check in the amount of \$24.17 which leaves a balance due us of \$25.29.

Please forward a check promptly. We would appreciate your terminating this harassment which as Senior citizens we find very disagreeable.

Yours truly,  
  
Walter & Marilyn Carr

CC: Florida Public Service Comm.  
w/ copies of bills 9/16/00 & 10/16/00

ORIGINAL

RECEIVED  
FLORIDA PUBLIC SERVICE  
COMMISSION  
00 OCT 26 AH 10: 59  
Bureau of  
ECONOMIC REGULATION



WALTER F CARR

Account Number:

Page 539 of 659  
324 000-4106 / 16 198

Bill Period Date: Oct 16, 2000



For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

### Detailed Statement of Charges

#### Miscellaneous Charges and Credits

Amount

##### Service Provider - WEBNET

###### Date

1. 10/05 Federal Universal Service Fund Fee .....	5.07
Total Miscellaneous Charges and Credits .....	5.07

#### Itemized Calls

Amount

##### Service Provider - WEBNET

###### Direct Dialed Calls

<u>Date</u>	<u>Place Called</u>	<u>Number Called</u>	<u>Rate*</u>	<u>Time</u>	<u>Min</u>	
2. 09/07	PLANT CITY FL	813 719-8343	AE	08:10PM	1	.14
3. 09/07	PLANT CITY FL	813 719-8343	AE	08:14PM	18	2.52
4. 09/10	PLANT CITY FL	813 719-8343	AD	01:20PM	129	18.06
5. 09/17	PLANT CITY FL	813 719-8343	AD	01:31PM	102	14.28
Total Direct Dialed Calls .....						35.00
Total Itemized Calls .....						35.00

#### Taxes

Amount

##### Taxes on Regulated Services

6. Federal Tax .....	1.23
7. Florida Gross Receipts Surcharge .....	.99
Total Taxes on Regulated Services .....	2.22
Total Taxes .....	2.22

Total ILD Teleservices, Inc. Current Charges ..... 42.29

ORIGINAL

\* Taxes and Rates Applied - See Back of First Page

This portion of your bill is provided as a service to ILD Teleservices, Inc.

HB E077506



WALTER F CARR

Account Number:

Bill Period Date:

DOCKET No 001109-T1  
EXHIBIT MW-2

Page 540 of 659

SEP 10, 2000

191



For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

**Detailed Statement of Charges****Miscellaneous Charges and Credits****Amount****Service Provider - WEBNET****Date**

1. 08/31 Federal Universal Service Fund Fee .....	.03
Total Miscellaneous Charges and Credits .....	.03

**Itemized Calls****Amount****Service Provider - WEBNET****Direct Dialed Calls**

<u>Date</u>	<u>Place Called</u>	<u>Number Called</u>	<u>Rate*</u>	<u>Time</u>	<u>Min</u>	
2. 08/23	HUDSON FL	727 862-7239	AE	07:41PM	2	.28
3. 08/24	PLANT CITY FL	813 719-8343	AE	07:51PM	7	.98
4. 09/03	PLANT CITY FL	813 719-8343	AD	01:01PM	43	6.02
Total Direct Dialed Calls .....						7.28
Total Itemized Calls .....						7.28

**Taxes****Amount****Taxes on Regulated Services**

5. Federal Tax .....	.22
6. Florida Gross Receipts Surcharge .....	.18
Total Taxes on Regulated Services .....	.40
Total Taxes .....	.40

**Total ILD Teleservices, Inc. Current Charges ..... 7.71****ORIGINAL**

\* Taxes and Rates Applied - See Back of First Page

This portion of your bill is provided as a service to ILD Teleservices, Inc.

HB E079756

STATE OF FLORIDA

Page 541 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

November 1, 2000

Mr. and Mrs. Walter Carr  
2054 Terrace View Lane  
Spring Hill, FL 34606

**RE: Case #337161T**

Dear Mr. and Mrs. Carr:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to WebNet Communications, Inc. (WebNet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. and Mrs. Walter Carr  
Page 2  
November 1, 2000

Since none of these conditions have been met, it appears that WebNet has violated PSC rules. As a result, we have charged this company with an apparent rule infraction. The company has issued a credit of \$24.17 to your account to cover the cost of switching back to your preferred company and to rerate the calls you were billed to the rate you would have paid your preferred company. This credit should appear within one or two billing cycles. If you do not see this credit on your telephone bill within the next two billing cycles, please contact me.

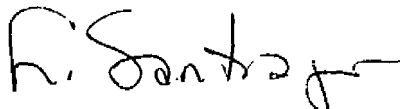
As information, the PSC has implemented some of the most stringent anti-slamming rules in the nation as a result of testimony provided by citizens at hearings the PSC held around the state. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by e-mail at nsantiag@psc.state.fl.us.

Sincerely,



Noelia J. Santiago  
Regulatory Specialist II  
Division of Consumer Affairs

NJS:ewe



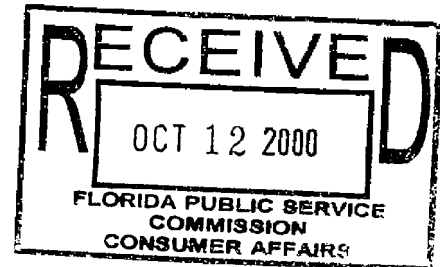
WebNet Communications, Inc.

October 11, 2000

**VIA FIRST CLASS MAIL**

Florida Public Service Commission  
Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Walter & Marilyn Carr  
Request No. 337161T**



Dear Sir or Madam:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Walter & Marilyn Carr ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$24.17, switching fees in the amount of \$10.00 are included. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on August 24, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

**ORIGINAL**



October 11, 2000  
Page 2 of 2

Enclosures

cc: Walter & Marilyn Carr  
2054 Terrace View Ln  
Spring Hill, FL 34606

**ORIGINAL**

2054 Terrace View Lane  
Spring Hill, Fl.  
34606

Sept. 19, 2000

The Florida Public Service Commission  
Division of Consumer Affairs  
2540 Shumard Oak Blvd.  
Tallahassee, Fl. 32399-8153

Dear Sirs:

We would like to make a formal complaint against the following companies for switching our long distance telephone service without our approval:

Quest Communications  
4650 Lakehurst Court  
Dublin, Ohio 48016  
(800-860-2255)

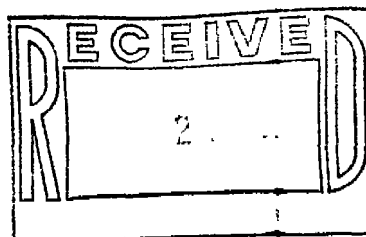
and

Web Net Comm.  
(877-880-0166)

We do not want to receive any bills from these Companies

Very truly yours,

*Walter F. & Marilyn W. Carr*  
Walter F. & Marilyn W. Carr  
352-688-4706



**ORIGINAL**

MODE = MEMORY TRANSMISSION

START=SEP-21 15:43

END=SEP-21 15:47

FILE NO.=213

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	2	612029653987	004/004	00:03:03

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* 850 414 1626- \*\*\*\*\*

**STATE OF FLORIDA**

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

ORIGINAL

**FACSIMILE TRANSMITTAL COVER SHEET**

RE: Inquiry # 3371617

DATE: Sept. 21, 2000

TO: \_\_\_\_\_

OFFICE/BUSINESS: Webnet

FAX NUMBER: 202-965-3987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

STATE OF FLORIDA

DOCKET No. 001109-TT  
EXHIBIT MW-2

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



Page 547 of 659  
DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

RE: Inquiry # 337161T

DATE: Sept. 21, 2000

TO: \_\_\_\_\_

OFFICE/BUSINESS: Webnet

FAX NUMBER: 202-965-3987

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

Request No. 337373T

Name DIVELY ,COLLEEN MS.

Business Name

<b>Consumer Information</b> Name: COLLEEN DIVELY Business Name: Svc Address: 9207 BOLTON AVE. LOT 54  County: Pasco Phone: (727)-869-8238 City/Zip: Hudson / 34667-3 Account Number: Caller's Name: COLLEEN DIVELY Mailing Address: 9207 BOLTON AVE. LOT 54  City/Zip: Hudson ,FL 34667-3779 Can Be Reached:	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b> Assigned To: ELLEN PLENDL Entered By: VMCKAY Date: 09/25/2000 Time: 11:38 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane337373T Response Needed From Company? Y Date Due: 10/16/2000 Fax: 6W1,703-714-1330	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 10/12/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MEP Date: 10/16/2000 Closeout Type: LS-13 Apparent Rule Violation: Y

The customer is being charged a PICC fee from the company. She states she never authorized the company to be her LD charge. She states she has been in contact the company on this issue.

Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

You are required to provide a third party verification.

Please investigate this issue, contact the customer and provide me with a detailed written report.

Inquiry taken by V. McKay.  
vmckay@psc.state.fl.us

ORIGINAL

Request No. 337373T

Name DIVELY ,COLLEEN MS.

Business Name

PAGE NO: 1

10-12-2000 Reply received via US Mail. Verification included. RLogan

10/16/2000 Reviewed report and verification tape. Verifier states, "Please confirm your authorization for WebNet as your long distance and local telephone provider." Customer gives her name. Verifier states, "If you are authorized to make telephone decisions on this telephone number please provide your address." Customer gives her address. Verifier advised that there may be a one time switching fee and the customer should contact customer service if billed. The verifier does not question if the customer is over 18, nor obtain some personal identifying information such as a birthdate.

The company issued a credit of \$6.88 to the customer's account. This credit was sent in the form of a reimbursement check. It appears that switching fees of \$10.00 were included. However, the amount of \$10.00 was not included in the reimbursement check. eplendl

10/16/2000 Contacted customer. I played the verification cd for the customer. Customer states she received the reimbursement check already. Customer advised she prefers no long distance carrier. eplendl

10/16/2000 Contacted Verizon Florida. I requested a representative contact the customer to verify that the customer prefers no long distance carrier. eplendl

10/16/2000 Closed by telephone conversation with the customer. Customer appears satisfied. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch as the phone numbers to be switch are not included. The company advised the customer was reimbursed for \$10.00 in switching fees, but that \$10.00 was not included in the reimbursement check. No indication that the account or service was terminated. Credit issued.

ORIGINAL

Request No. 337373T Name DIVELY ,COLLEEN MS. Business Name

PAGE NO: 2

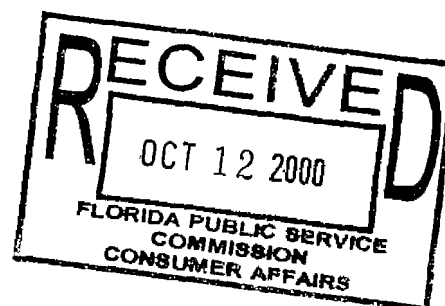


WebNet Communications, Inc.

October 11, 2000

VIA FIRST CLASS MAIL

Ellen Plendl  
Florida Public Service Commission  
Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



Re: Colleen Dively - Request No. ~~337734~~

337373

Dear Ms. Plendl:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Colleen Dively ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$6.88, switching fees in the amount of \$10.00 are included. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*  
Patrick H. Allen

ORIGINAL

October 11, 2000  
Page 2 of 2

Enclosures

cc: Colleen Dively  
9207 Bolten Av. #54  
Hudson, FL 34667

ORIGINAL



**WEBNET COMMUNICATIONS, INC.**

3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
84-240/611

2130

10/9/2000

PAY TO THE  
ORDER OF **Colleen Dively**

\$ **\*\*6.88**

Six and 88/100\*\*\*\*\*

DOLLARS  
Security features  
included.  
Details on back.

**Colleen Dively**  
**9207 Bolten Av #54**  
**Hudson, FL 34667**

MEMO **727-869-8238**



119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an

**WEBNET COMMUN** agency for the purpose of payment of any fee or debt  
**Colleen Div** owing are confidential and exempt from subsection (1)  
**Refunds** and s.24(a), Art. 1 of the State Constitution . . .

2130

10/9/2000

6.88

Checking - Fidelity 727-869-8238

6.88

ORIGINAL

ORIGINAL



September 26, 2000

Florida Public Service Commission  
Attention: Randy Roland  
Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
Sent Via Email - [pscreply@psc.state.fl.us](mailto:pscreply@psc.state.fl.us)

**Re: 337373T / Colleen Dively**

Dear Mr. Roland:

In response to the above referenced complaint, ILD Telecommunications, Inc. offers the following information.

ILD provides operator assisted services nationwide. In addition, ILD serves as a billing agent for numerous long distance carriers who set their own rates and send their rated telephone messages to ILD. Each of these long distance carriers is responsible for maintaining compliance with all applicable Federal, state, and local regulatory requirements. Upon receipt by ILD, the rated calls submitted by these long distance carriers are then distributed to the appropriate local telephone companies for billing.

Our records indicate we are billing the consumer on behalf of Web Net. Web Net provides long distance service offered to consumers via telemarketing or sign up through the Internet site. A pager is normally included with the service and the customer is billed PICC and USF charges.

In order to obtain information regarding the allegations made in this complaint, ILD will forward a copy of the complaint to Web Net for their review and response. You may also contact their Customer Service at 877-880-0166.

If I can be of further assistance, please feel free to contact me at 954-717-6803.

Sincerely,  
*Lorraine McClin-Morris*  
Lorraine McClin-Morris  
Manager - Regulatory Affairs

cc: Colleen Dively  
9207 Bolton Avenue  
Lot 54  
Hudson, Florida 34667-3779

Web Net  
Attention: Victor Sanchez  
11770 Haynes Bridge Road  
Suite 205-542  
Alpharetta, Georgia 30004

**ORIGINAL**

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION  
BEVERLE Page 554 of 659  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 337373T

DATE: Oct. 3, 2000

TO: P. Allen

OFFICE/BUSINESS: Webnet

FAX NUMBER: 202 965 3987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 2

Request No. 337761T

Name BOWLING ,MARTA MRS

Business Name

**Consumer Information**

Name: MARTA R BOWLING

Business Name:

Svc Address: 5526 KILCULLEN LANE

County: Duval Phone: (904)-778-9425

City/Zip: Jacksonville / 32244-

Account Number:

Caller's Name: MARTA R BOWLING

Mailing Address: 5526 KILCULLEN LANE

City/Zip: Jacksonville ,FL 32244-

Can Be Reached: (904)-778-9425

**Florida Public Service  
Commission - Consumer Request**  
**2540 Shumard Oak Boulevard**  
**Tallahassee, Florida 32399**  
**850-413-6100**

**Utility Information**

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane337761T

Response Needed From Company? Y

Date Due: 10/17/2000

Fax: 6W1,703-714-1330

Interim Report Received: / /

Reply Received: 10/12/2000

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: NOELIA SANTIAGO

Entered By: RGILLAND

Date: 09/26/2000

Time: 15:49

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 10/23/2000

Closeout Type: LS-13

Apparent Rule Violation: Y

Customer states that she was switched from Bell South to WebNet without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by RBGillander

FAX# 850-413-6362

E-mail: PSCREPLY@PSC.STATE.FL.US

10-12-2000 Reply received via US Mail. RLogan

10/12/2000: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT A CREDIT IN THE AMOUNT \$30.18 WAS ISSUED T

Request No. 337761T

Name BOWLING ,MARTA MRS

Business Name

PAGE NO: 1



STATE OF FLORIDA

Page 557 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

November 1, 2000

Mrs. Marta R. Bowling  
5526 Kilcullen Lane  
Jacksonville, FL 32244

**RE: Case #337761T**

Dear Mrs. Bowling:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to WebNet Communications, Inc. (WebNet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

SECRET

NJS:ewe

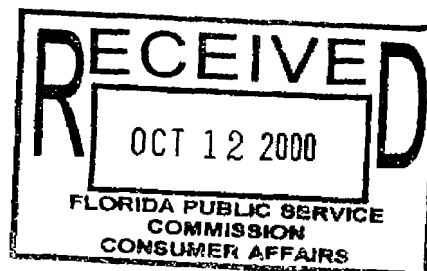


WebNet Communications, Inc.

October 11, 2000

**VIA FIRST CLASS MAIL**

Noelia Santiago  
Florida Public Service Commission  
Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399



**Re: Marta Bowling - Request No. 337761T**

Dear Ms. Santiago:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Marta Bowling ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$30.18, switching fees in the amount of \$10.00 are included. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*  
Patrick H. Allen

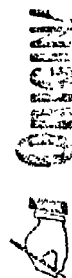
**ORIGINAL**



October 11, 2000  
Page 2 of 2

Enclosures

cc: Marta Bowling  
5526 Kilcullen Ln.  
Jacksonville, FL 32244



**ORIGINAL**

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240611

2129

10/9/2000

PAY TO THE ORDER OF **Marta Bowling**

\$ \*\*30.18

Thirty and 18/100\*\*\*\*\*

DOLLARS  
Security Features  
Included.  
Details on back.

**Marta Bowling**  
**5526 Kilcullen LN**  
**Jacksonville, FL 32244**

MEMO **904-778-9425**

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .



MP

WEBNET COMMUNICAT  
**Marta Bowling**  
**Refunds**

2129

10/9/2000

30.18

Checking - Fidelity 904-778-9425

30.18

ORIGINAL

ORIGIN

Request No. 339077T

Name HELLER ,GERALD MR.

Business Name

<b>Consumer Information</b>  Name: GERALD HELLER  Business Name:  Svc Address: 8701 JASMINE WAY  County: Palm Beach      Phone: (561)-477-2560  City/Zip: Boca Raton      / 33496-  Account Number:  Caller's Name: GERALD      HELLER  Mailing Address: 8701 JASMINE WAY  City/Zip: Boca Raton ,FL 33496-  Can Be Reached:	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: NANCY Entered By: RLOGAN Date: 10/03/2000 Time: 14:24 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:  Supmntl Rpt Req'd:    /    / Certified Letter Sent:    /    / Certified Letter Rec'd:    /    /  Closed by:    NC Date: 11/07/2000 Closeout Type:    LS-13 Apparent Rule Violation: Y
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane339077T Response Needed From Company?    Y Date Due: 10/24/2000 Fax: 9W1,800-815-0348	
	Interim Report Received:    /    / Reply Received: 10/23/2000 Reply Received Timely/Late: Informal Conf.: N	

Customer states that he is being billed by WebNet for improper charges. Customer wants to be credited for charges added to his phone bill.

Customer states that he has made previous contact with the company to discuss this issue. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report by the due date.

Case taken by Ray Logan  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

10-23-2000 Reply received via US MAIL. TPV CD received. RLogan

Request No. 339077T

Name HELLER ,GERALD MR.

Business Name

PAGE NO: 1

DOCKET No 001109-T1  
EXHIBIT MW-2  
Page 562 of 659

**ORIGINAL**

10/30/00 Per report received, and verification completed by the company, the company did not confirm data by requesting verification data ss#, birthdate, or mother's maiden name. Closing case as a violation of slamming rule.

Florida Administrative Code rules indicate the following:

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;
  2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;
  3. Statement that the person requesting the change is authorized to request the change;
  4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;
  5. Statement that the LEC may charge a fee for each provider change; and
- Verification data including at least one of the following:
- a. The customer's date of birth
  - b. The last 4 digits of the customer's social security number
  - c. The customer's mother's maiden name.

2) Due to the lack of applicable information on the verification cd, Webnet is now directed to issue full credit for the first 30 days the customer was switched to Webnet and an adjustment of the balance of the account to the rates of the customer's preferred carrier.

10/30/00 Case filed as a billing dispute rather than slamming case will inquire if this could be changed if not, they have violated a rule. NCS

10/30/2000 Case changed to prelim type "slamming". P.Lowery

Request No. 339077T

Name HELLER ,GERALD MR.

Business Name

PAGE NO: 2

STATE OF FLORIDA

DOCKET No. 001109-TI  
EXHIBIT MW-2

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



Page 564 of 659  
DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

November 8, 2000

Mr. Gerald Heller  
8701 Jasmine Way  
Boca Raton, FL 33496

RE: Case #339077T

Dear Mr. Heller:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to WebNet Communications, Inc. (WebNet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

ORIGINAL

Mr. Gerald Heller  
Page 2  
November 8, 2000

Since none of these conditions have been met, it appears that WebNet has violated PSC rules. As a result, we have charged this company with an apparent rule infraction. The company has issued a credit of \$25.99 to your account to cover the cost of switching back to your preferred company and to rerate the calls you were billed to the rate you would have paid your preferred company. This credit should appear within one or two billing cycles. If you do not see this credit on your telephone bill within the next two billing cycles, please contact me.

As information, the PSC has implemented some of the most stringent anti-slamming rules in the nation as a result of testimony provided by citizens at hearings the PSC held around the state. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by e-mail at [ncortijo@psc.state.fl.us](mailto:ncortijo@psc.state.fl.us).

Sincerely,



Nancy Cortijo-Simmonds  
Regulatory Specialist I  
Division of Consumer Affairs

NCS:ewe



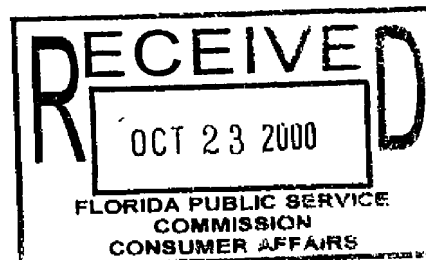
WebNet Communications, Inc.

October 20, 2000

VIA FIRST CLASS MAIL

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

ORIGINAL



Re: **Gerald Heller**

Dear Sir or Madam:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Gerald Heller ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$15.13, service charges in the amount of \$10.86 are included. A copy of the refund check is attached for your review. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen



WebNet Communications, Inc.

---

October 20, 2000

Page 2 of 2

Enclosures

cc: Gerald Heller  
8701 Jasmine Way  
Boca Raton, FL 33496

ORIGINAL

ORIGINAL



Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CC DOCKET No 001109-T1  
BEVERLEE DEN EXHIBIT MW-2  
DIRECTOR Page 568 of 659  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 339077T

DATE: Oct. 3, 2000

TO: D. Allen

OFFICE/BUSINESS: Webnet

FAX NUMBER: 202.965.3987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 2

MODE = MEMORY TRANSMISSION

START=OCT-03 17:00

END=OCT-03 17:03

FILE NO.=451

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK		612029653987	002/002	00:02:23

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\*

850 414 1626- \*\*\*\*\*

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 339077T

DATE: Oct. 3, 2000

TO: D. Allen

OFFICE/BUSINESS: Webnet

FAX NUMBER: 202.965.3987

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 2

Request No. 339345T

Name ENGELMANN ,SUZANNE MS.

Business Name

<b>Consumer Information</b>  Name: SUZANNE ENGELMANN  Business Name:  Svc Address: 1609 LANCE RD.   County: Palm Beach      Phone: (561)-747-7676  City/Zip: Tequesta      / 33469-  Account Number:  Caller's Name: SUZANNE      ENGELMANN  Mailing Address: 1609 LANCE RD.   City/Zip: TEQUESTA ,FL 33469-  Can Be Reached:	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: NANCY Entered By: VMCKAY Date: 10/04/2000 Time: 16:44 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:  Supmntl Rpt Req'd: 01/11/2001 Certified Letter Sent: / / Certified Letter Rec'd: / /  Closed by: NJS Date: 02/01/2001 Closeout Type: LS-13 Apparent Rule Violation: Y
<b>Utility Information</b>  Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane339345T  Response Needed From Company? Y  Date Due: 10/25/2000 Fax: 9W1,800-815-0348  Interim Report Received: / /  Reply Received: 12/01/2000 Reply Received Timely/Late: T  Informal Conf.: N		

The customer is reporting her local LD was slammed without her authorization. She is reporting the total amount in dispute is \$50.39. The charges appear on her September 22, 2000 bill.

She states she has been in contact with the company on this issue including an LOA.

Please investigate this issue, contact the customer and provide the PSC with a detailed written report.

Send response to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by Victor McKay

12/01/2000 Reply received via US Mail. RLogan

Request No. 339345T

Name ENGELMANN ,SUZANNE MS.

Business Name

PAGE NO: 1

ORIGINAL

DOCKET No 001109-TT  
EXHIBIT MW-2  
Page 570 of 659

12-08-2000 The customer called for Nancy. I forward the call to her voicemail. VMcKay

12/8/2000: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT A CHECK FOR THE AMOUNT OF \$17.50 WAS ISSUED TO THE CUSTOMER. NO THIRD PARTY VERIFICATION TAPE WAS PROVIDED TO CONFIRM IF THE CUSTOMER AUTHORIZED THE SERVICE.

2/1/2000: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

12/08/00 Customer called stating that she received a check for \$17.50 for resolution, she states that they owe her \$20.50. The customer is still getting billed for monthly service charges she wants this to stop immediately. She states that when she was slammed she was in the hospital. The case is not in my file draw it could be already forwarded to Carmen Pena because she took all of the Webnet cases. Customer also states that she has spent many hours and A LOT of money trying to contact the company to resolve the matter. She spoke to Ms. Ladd a supervisor on 10/3/200 regarding her concern. She states that she feels that she should be compensated \$50-\$60 dollars for all that she has gone through. NCS

01/11/2001 FAX TO CO. It appears that there is not sufficient information to give closure to this inquiry.

- 1) Please provide a copy of the verification tape showing that the customer authorized a change in the service.
- 2) If one is not provided, please issue applicable credit for the switch and also for the bills that have been received after the customer terminated the service.
- 3) Please contact the customer to work out satisfactory resolution to this inquiry
- 4) Please provide a supplemental report including applicable credits by Friday, January 26, 2001. tmorgan

01/18/2001 Customer called to check the status of her complaint. She also stated that she has received another bill from the company. Informed customer that we requested a supplemental report from the company. tmorgan

1/29/2001 Customer called stating that she received a credit from BellSouth for \$12.86 but states on the bill that further collection action may be persude by ILD for the disputed charges. pduck

01/30/2001 I attempted to contact the customer. Since she was not available, I left a message on her

Request No. 339345T Name ENGELMANN ,SUZANNE MS. Business Name

PAGE NO: 2

ORIGINAL

answering device. tmorgan

01/30/2001 Customer returned my phone call. I informed the customer that I have not received a supplemental report from the company yet. As soon as I get one, she will be contacted. tmorgan

01/30/2001 FAX TO CO: YOUR SUPPLEMENTAL REPORT IS NOW PAST DUE. PLEASE PROVIDE THE FPSC WITH THIS REPORT ASAP! tmorgan

Request No. 339345T

Name ENGELMANN ,SUZANNE MS.

Business Name

PAGE NO: 3

ORIGINAL

STATE OF FLORIDA

Page 573 of 659

Commissioners:  
E. LEON JACOBS, JR., CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

February 6, 2001

Ms. Suzanne Engelmann  
1609 Lance Road  
Tequesta, FL 33469

**RE: FPSC Inquiry #339345T**

Dear Ms. Engelmann:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to WebNet Communications, Inc. (WebNet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

ORIGINAL

Ms. Suzanne Engelmann  
Page 2  
February 6, 2001

ORIGINAL

Since none of these conditions have been met, it appears that WebNet has violated PSC rules. As a result, we have charged this company with an apparent rule infraction.

As information, the PSC has implemented some of the most stringent anti-slamming rules in the nation as a result of testimony provided by citizens at hearings the PSC held around the state. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by e-mail at nsantiago@psc.state.fl.us.

Sincerely,



Noelia J. Santiago  
Regulatory Specialist II  
Division of Consumer Affairs

NJS:ewe



WebNet Communications, Inc.

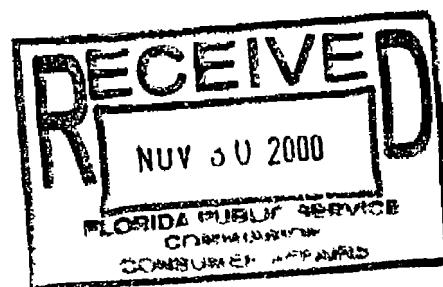
November 19, 2000

VIA FIRST CLASS MAIL

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
General Gunter Building  
Tallahassee, FL 32399-0850

Re: Suzanne Engelmann  
561-747-7676

339345



Dear Sir or Madam:

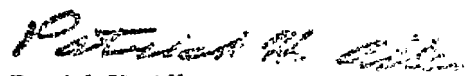
WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Suzanne Engleman ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$17.50, switching fees in the amount of \$10.00 are included. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on September 30, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

  
Patrick H. Allen



Page 2 of 2

Enclosures

cc: Suzanne Engelmann  
1609 Lance Rd.  
Jupiter, FL 33469

ORIGINAL

WEBNET COMMUNICATIONS, INC.

3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

3103

11/14/2000

PAY TO THE  
ORDER OF **Suzanne Engelmann**

\$ \*\*17.50

Seventeen and 50/100\*\*\*\*\*

**Suzanne Engelmann**  
1609 Lance Rd  
Jupiter, FL 33469

DOLLARS  
Security features  
included.  
Details on back.

MEMO 561-747-7676

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNI  
Suzanne E  
Refunds



3103

11/14/2000

17.50

Checking - Fidelity 561-747-7676

17.50

ORIGINAL

Request No. 340728T

Name BETHEA ,CORINNE MS

Business Name

<b>Consumer Information</b>  Name: CORINNE BETHEA  Business Name:  Svc Address:   County: Phone: (561)-996-2679  City/Zip: /  Account Number:  Caller's Name: TYRONE MCCLOUD  Mailing Address: P. O. BOX 608   City/Zip: South Bay ,FL 33493  Can Be Reached: (561)-992-4473	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: NOELIA SANTIAGO Entered By: DDURBIN Date: 10/12/2000 Time: 13:01 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:  Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /  Closed by: NJS Date: 11/13/2000 Closeout Type: LS-13 Apparent Rule Violation: Y
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Halein-Scott Jane340728T Response Needed From Company? Y Date Due: 11/02/2000 Fax: 9W1,800-815-0348	
	Interim Report Received: / / Reply Received: 11/01/2000 Reply Received Timely/Late: T Informal Conf.: N	

Customer says his mother's PIC and intralata PIC was switched to WebNet without authorization. This has caused her to be billed toll rates for EAS calls. Please provide proof of authorization including voice authorization. D. Durbin

11-01-2000 Reply received via US MAIL. RLogan

11/13/00 Mr. McCloud called and said that BellSouth is threatening to cut his mother's service. I advised him to call BellSouth and let them know she has an active complaint with the PSC. Mr. Mccloud called back and said that BellSouth told him that WebNet has already issued some credit. I advised Mr. McCloud that I would ask Noelia Santiago to review the response and call him back. Noelia was on the phone so Tarrah Gordon said she would give her the file and ask her to call. D. Durbin

11/13/2000: AFTER RECEIVING THE INFORMATION CONCERNING THIS CUSTOMER FROM TARRAH GORDON THE CUSTOMER'S SON

Request No. 340728T

Name BETHEA ,CORINNE MS

Business Name

PAGE NO: 1

DOCKET No. 001109-11  
EXHIBIT MW-2  
Page 578 of 659

WAS CONTACTED AND AND HE WAS ADVISED THAT A CREDIT FOR THE AMOUNT OF \$509.77 WAS ISSUED TO THE CUSTOMER. THE LOCAL COMPANY WAS CONTACTED AND HER ACCOUNT WAS PROTECTED. THE LOCAL COMPANY WAS ADVISED THAT A CREDIT FOR THE FULL AMOUNT IN DISPUTE WAS ISSUED. I SPOKE TO MARGARITA WELLING AT 10:35 AM. NJS

11/01/2000: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT A CREDIT FOR THE AMOUNT OF \$509.77 WAS ISSUED TO THE CUSTOMER. A COPY OF THE CHECK WAS PROVIDED. NO THIRD PARTY VERIFICATION TAPE WAS PROVIDED. THIS CASE IS CLOSED AS AN INFRACTION AGAINST THE COMPANY.

11/15/2000: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

Request No. 340728T

Name BETHEA ,CORINNE MS

Business Name

PAGE NO: 2

STATE OF FLORIDA

Page 580 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

November 21, 2000

Mr. Tyrone McCloud  
Ms. Corinne Bethea  
P. O. Box 608  
South Bay, FL 33493

**RE: Case #340728T**

Dear Mr. McCloud and Ms. Bethea:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to WebNet Communications, Inc. (WebNet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

---

CAPITAL CIRCLE OFFICE CENTER • 2540 SHIMMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. Tyrone McCloud  
Ms. Corinne Bethea  
Page 2  
November 21, 2000

Since none of these conditions have been met, it appears that WebNet has violated PSC rules. As a result, we have charged this company with an apparent rule infraction. The company has issued a credit of \$509.77 to your account to cover the cost of switching back to your preferred company and to rerate the calls you were billed to the rate you would have paid your preferred company. This credit should appear within one or two billing cycles. If you do not see this credit on your telephone bill within the next two billing cycles, please contact me.

As information, the PSC has implemented some of the most stringent anti-slamming rules in the nation as a result of testimony provided by citizens at hearings the PSC held around the state. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by e-mail at nsantiag@psc.state.fl.us.

Sincerely,



Noelia J. Santiago  
Regulatory Specialist II  
Division of Consumer Affairs

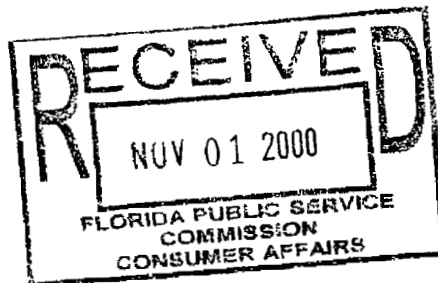


WebNet Communications, Inc.

October 30, 2000

**VIA FIRST CLASS MAIL**

Noelia Santiago  
Florida Public Service  
Commission- Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399



**Re: Corine Bethea  
340728T**

Dear Ms. Santiago:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Corine Bethea ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$509.77. WNC's records also indicate that service was terminated on September 12, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

Ms. Santiago  
October 30, 2000  
Page 2 of 2

Enclosures

cc: Corine Bethea  
270 SW 9 AV  
South Bay, FL 33493

7-11-00



WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
84-240611

2510

10/26/2000

PAY TO THE  
ORDER OF

Corine Bethea

\$ \*\*509.77

Five Hundred Nine and 77/100\*\*\*\*\*

Corine Bethea  
270 SW 9 AV  
South Bay, FL 33493

DOLLARS  
Security features  
included.  
Details on back.

MEMO 561-996-2679

MP

WEBNET COMMUI  
Corine Be  
Refunds

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

10/26/2000

2510

509.77

Checking - Fidelity 561-996-2679

509.77

Request No. 340814T

Name DUBBERLY ,WILLIAM MR.

Business Name

<b>Consumer Information</b>  Name: WILLIAM D DUBBERLY  Business Name:  Svc Address: 1008 BLACKROCK RD   County: Nassau Phone: (904)-261-4494  City/Zip: Yulee / 32097-  Account Number:  Caller's Name: WILLIAM D DUBBERLY  Mailing Address: 1008 BLACKROCK RD   City/Zip: Yulee ,FL 32097-  Can Be Reached:	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: ELLEN PLENDL Entered By: EPLENDL Date: 10/13/2000 Time: 08:21 Via: PHONE (Phone/Mail/Fax/E-Mail) Prelim Type: SLAMMING PO:
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane340814T  Response Needed From Company? Y Date Due: 11/03/2000 Fax: 9W1,800-815-0348	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 11/01/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MEP Date: 11/03/2000 Closeout Type: LS-13 Apparent Rule Violation: Y

Customer states that he was switched to WebNet without authorization or request.

ILD advised that WebNet is the carrier that initiated the switch in service.

Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

The total amount in dispute is \$9.31.

Provide LOA or third party verification tape.

Request No. 340814T

Name DUBBERLY ,WILLIAM MR.

Business Name

PAGE NO: 1

Page 585 of 659

DOCKET No 003109-11  
EXHIBIT MW-2

Please investigate this issue, contact the customer and provide me with a detailed written report.

Original Inquiry 336250T taken by V. McKay.

11-01-2000 Reply received via US MAIL. RLogan

11/03/2000 Received report. Webnet advised that the company issued a credit of \$12.88 to the customer in the form of a refund check on October 26, 2000. The service was terminated on October 10, 2000. A copy of the check was included. A verification tape was not included with the company's response. eplendl

11/03/2000 Contacted LEC. BellSouth advised that the long distance service was switched and restriction to Coastal Telephone effective September 19, 2000. eplendl

11/03/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. No LOA or third party verification was included. Credit issued and account canceled.

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

November 9, 2000

Mr. William D. Dubberly  
1008 Blackrock Road  
Nassau, FL 32097

RE: 340814T

Dear Mr. Dubberly:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications, Inc. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the Public Service Commission indicates the company issued a credit of \$12.88 to the account. This credit was sent under separate cover in the form of a refund check payable to you on October 26, 2000. You should receive this check in one to two billing cycles. BellSouth, your local telephone company, reports the long distance service was switched and restricted to Coastal Telephone effective September 19, 2000.

Mr. William D. Dubberly  
Page 2  
November 9, 2000

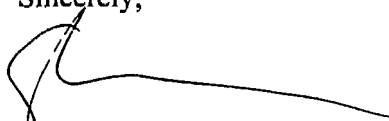
My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Ellen Plendl', with a long horizontal flourish extending to the right.

Ellen Plendl  
Regulatory Specialist

Enclosure



7-11-00

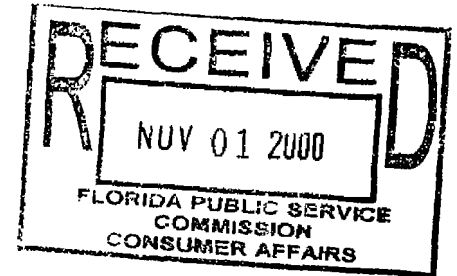
WebNet Communications, Inc.

October 30, 2000

**VIA FIRST CLASS MAIL**

Ellen Plendl  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: William D. Dubberly  
340814T**



Dear Ms. Plendl:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by William D. Dubberly ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$12.88, switching fees in the amount of \$10.00 are included. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on October 10, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

Ms. Ellen Plendl  
October 30, 2000  
Page 2 of 2

Enclosures

cc: William D. Dubberly  
1008 Blackrock Rd.  
Yules, FL 32097

11/12/00

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240811

2509

10/26/2000

PAY TO THE  
ORDER OF

William D Dubberly

\$ \*\*12.88

Twelve and 88/100\*\*\*\*\*

William D Dubberly  
Fernandina Beach, FL 32034

DOLLARS  
Security features  
Included.  
Details on back.

MEMO 904-261-4494

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMU

William I  
Refunds

*May 21*

2509

10/26/2000

12.88

Checking - Fidelity 904-261-4494

12.88



Request No. 340971T

Name SPECLAND , LEWIS MR.

Business Name

<p align="center"><b>Consumer Information</b></p> <p>Name: LEWIS SPECLAND</p> <p>Business Name:</p> <p>Svc Address: 5666 EMERALD CITY TERRACE</p> <p>County: Palm Beach      Phone: (561)-738-8029</p> <p>City/Zip: Boynton Beach      / 33437-</p> <p>Account Number:</p> <p>Caller's Name: LEWIS      SPECLAND</p> <p>Mailing Address: 5666 EMERALD CITY TERRACE</p> <p>City/Zip: Boynton Beach , FL 33437-</p> <p>Can Be Reached:</p>	<p align="center"><b>Florida Public Service</b></p> <p align="center"><b>Commission - Consumer Request</b></p> <p align="center"><b>2540 Shumard Oak Boulevard</b></p> <p align="center"><b>Tallahassee, Florida 32399</b></p> <p align="center"><b>850-413-6100</b></p>	<p align="center"><b>PSC Information</b></p> <p>Assigned To: NOELIA SANTIAGO</p> <p>Entered By: TMORGAN</p> <p>Date: 10/13/2000</p> <p>Time: 15:10</p> <p>Via: PHONE</p> <p align="center">(Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p>
	<p align="center"><b>Utility Information</b></p> <p>Company Code: TJ299</p> <p>Company: WEBNET COMMUNICATIONS, INC.</p> <p>Attn. Helein-Scott Jane340971T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 11/03/2000</p> <p>Fax: 9W1,800-815-0348</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 11/01/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: NJS</p> <p>Date: 11/15/2000</p> <p>Closeout Type: LS-13</p> <p>Apparent Rule Violation: Y</p>

It appears that the customer's local long distance carrier of choice was changed from BellSouth to WEBNET without authorization. The customer states that about two months ago, he was offered \$100 if he would accept WEBNET as his long distance carrier. He agreed to ONLY change his long distance. The customer states that he never agreed to change his local long distance service. He was on an extended area service plan with BellSouth. The customer is currently disputing charges amounting to \$14.52. He is asking that this amount is credited, and that the company change him back to his carrier of choice: BellSouth.

- \* Provide verification obtained for the change in service.
- \* Provide applicable credit and/or balance due information on this account.
- \* Confirm the customer has been contacted regarding this matter.

Request No. 340971T

Name SPECLAND , LEWIS MR.

Business Name

PAGE NO: 1

Page 592 of 659

DOCKET No 001109-T1  
EXHIBIT MW-2

Case taken by Telsula Morgan  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

11-01-2000 Reply received via US MAIL. RLogan

11/01/2000: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT A CREDIT FOR THE AMOUNT OF \$25.91 WAS ISSUED TO THE CUSTOMER. THE SERVICE WAS TERMINATED ON SEPTEMBER 19,2000. NO THIRD PARTY VERIFICATION TAPE WAS PROVIDED.

11/17/2000: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



Page 594 of 659  
DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

November 21, 2000

Mr. Lewis Specland  
5666 Emerald City Terrace  
Boynton Beach, FL 33437

**RE: Case #340971T**

Dear Mr. Specland:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to WebNet Communications, Inc. (WebNet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

---

CAPITAL CIRCLE OFFICE CENTER • 2540 SHU'VIARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. Lewis Specland  
Page 2  
November 21, 2000

Since none of these conditions have been met, it appears that WebNet has violated PSC rules. As a result, we have charged this company with an apparent rule infraction. The company has issued a credit of \$25.91 to your account to cover the cost of switching back to your preferred company and to rerate the calls you were billed to the rate you would have paid your preferred company. This credit should appear within one or two billing cycles. If you do not see this credit on your telephone bill within the next two billing cycles, please contact me.

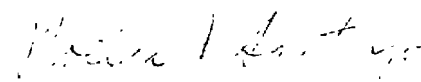
As information, the PSC has implemented some of the most stringent anti-slamming rules in the nation as a result of testimony provided by citizens at hearings the PSC held around the state. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by e-mail at nsantiag@psc.state.fl.us.

Sincerely,



Noelia J. Santiago  
Regulatory Specialist II  
Division of Consumer Affairs

NJS:ewe

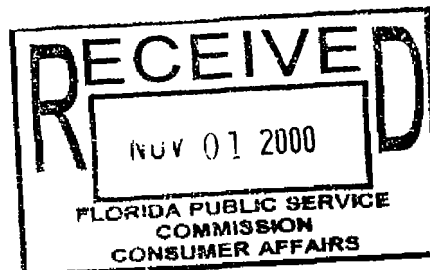


WebNet Communications, Inc.

October 30, 2000

**VIA FIRST CLASS MAIL**

Noelia Santiago  
Florida Public Service  
Commission- Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399



**Re: Lewis Specland  
340971T**

Dear Ms. Santiago:

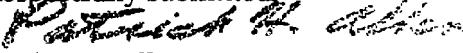
WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Lewis Specland ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC records indicate that a credit of \$6.44 was previously applied to the customer's account on approximately October 9, 2000 and in the interest of consumer relations, WNC has issued complainant an additional refund check in the amount of \$25.91. WNC's records also indicate that service was terminated on September 19, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

  
Patrick H. Allen

ORIGINAL

Ms. Santiago  
October 30, 2000  
Page 2 of 2

Enclosures

cc: Lewis Specland  
5666 Emerald K. Terrace  
Bouynton Beach, FL 33437

RECEIVED

ORIGINAL

WEBNET COMMUNICATIONS, INC.  
3348 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

2508

10/26/2000

PAY TO THE ORDER OF Lewis Specland

\$ \*\*25.91

Twenty-Five and 91/100\*\*\*\*\*

Lewis Specland  
5666 Emerald K Terrace  
Bouynton Beach, FL 33437

DOLLARS  
Security features  
included.  
Details on back.

MEMO 561-738-8029

911

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
WEBNET COMM  
Lewis S  
Refunds  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

10/26/2000

2508

25.91

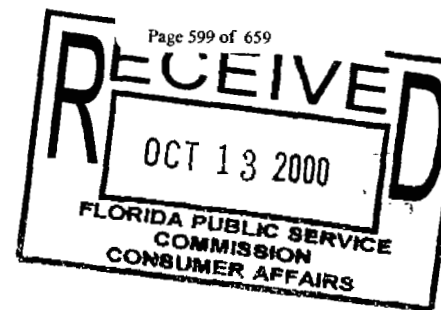
Checking - Fidelity 561-738-8029

25.91

Phyllis & Lewis Specland  
5666 Emerald Cay Terrace  
Boyton Beach Fl, 33437  
561-738-8029

DOCKET No. 001109-T1  
EXHIBIT MW-2

Page 599 of 659



oct/10 /2000

Public Service Commission  
2540 Shumard Oak B'ld  
Tallahassee, FL 32399

Dear Sir

I am writing this letter as per your instructions. About 2 months ago I was called by this company and offered \$100 dollars if I would accept them as my long distance carrier. Nothing was ever mentioned about local service. It was only long distance. Lo & behold we were told from Bell South that they also took over our local toll calling area that we had with Bell South. I called them & they told me that they were allowed to do this without going into it any further. I told them what they could do with their check [which we never received] and their service.

They said I had a bill of \$14.00. I told them I wouldn't pay it & I would report them to the Public Service Comm. The woman said the best she would be willing to do is cut the bill in half [which of course they didn't even do that]

At that point I found that we could not even make a call out as they put a block on our phone. Now for people in their 70's trying to call their doctor this is a disgrace. We were without service until Bell South put us back on. I am enclosing a copy of the bill

Thank You  
Lewis Specland

A handwritten signature in cursive script that reads "Lewis Specland".

ORIGINAL





LEWIS SPECLAND  
Account Number: 561 738-8029 231 0  
Bill Period Date: Sep 26, 2000

Page 600 of 659

For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

**Detailed Statement of Charges****Itemized Calls**

561 738-8029

Service Provider - WEBNET

**Direct Dialed Calls**

	Date	Place Called	Number Called	Rate*	Time	Min	Amount
1.	09/17	CORAL SPG FL	954 753-2005	KD	12:28PM	1	.14
2.	09/17	CORAL SPG FL	954 753-2005	KD	04:20PM	1	.14
3.	09/17	CORAL SPG FL	954 753-2005	KD	04:20PM	20	2.80
4.	09/17	CORAL SPG FL	954 255-6610	KE	06:08PM	20	2.80
5.	09/18	CORAL SPG FL	954 753-7503	KD	04:35PM	10	1.40
6.	09/18	CORAL SPG FL	954 255-6610	KE	05:13PM	5	.70
7.	09/20	CORAL SPG FL	954 753-7503	KD	03:44PM	2	.28
8.	09/20	DEERFLDBCH FL	954 234-4786	KD	04:54PM	10	1.40
9.	09/20	CORAL SPG FL	954 753-2005	KE	10:38PM	23	3.22

Total Direct Dialed Calls ..... 12.88

Total Charges for 561 738-8029 ..... 12.88

The above total does not include the following taxes:

Federal Tax .....	\$0.40
Local Tax .....	\$0.92
Florida Gross Receipts Surcharge .....	\$0.32

Total Itemized Calls ..... 12.88

**Taxes****Taxes on Regulated Services**

10. Federal Tax .....	.40
11. Florida Gross Receipts Surcharge .....	.32
12. County Tax .....	.92
Total Taxes on Regulated Services .....	1.64
Total Taxes .....	1.64

Total ILD Teleservices, Inc. Current Charges ..... 14.52

\* Taxes and Rates Applied - See Back of First Page

This portion of your bill is provided as a service to ILD Teleservices, Inc.

AV E040491

**ORIGINAL**

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JASER  
BRADY L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-5100  
TOLL FREE 1-800-342-3552

## Public Service Commission

### FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 340971

DATE: OCT. 13, 2000

TO: Helcin - Scott Jane

OFFICE/BUSINESS: Webnet

FAX NUMBER: 703-714-1330

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 5

MODE = MEMORY TRANSMISSION

START=OCT-13 17:35

END=OCT-13 17:37

FILE NO.=467

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL. NO.	PAGES	DURATION
001	OK		617037141330	005/005	00:01:11

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* 850 413 7294- \*\*\*\*\*

\*\*\*\*\* -COMM. JOURNAL - \*\*\*\*\* DATE OCT-13-2000 \*\*\*\*\* TIME 1'

DOCKET No. 001109-11  
EXHIBIT MW-2  
Page 601 of 659

Request No. 341507T

Name MARTIN ,JERRY MR.

Business Name

<b>Consumer Information</b>  Name: JERRY MARTIN  Business Name:  Svc Address: 13 WINFIELD DR   County: Flagler                      Phone: (904)-445-1231  City/Zip: Palm Coast                      / 32164-  Account Number:  Caller's Name: EVE      MARTIN  Mailing Address: 13 WYNNFIELD DR   City/Zip: PALM COAST ,FL 32164-  Can Be Reached:	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: RANDY ROLAND Entered By: JANDERSON Date: 10/17/2000 Time: 15:28 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane341507T Response Needed From Company? Y Date Due: 11/07/2000 Fax: 9W1,800-815-0348	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 11/01/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by: RR Date: 12/08/2000 Closeout Type: LS-13 Apparent Rule Violation: Y

Customer states that she was switched from AT&T to WebNet without authorization or request. Customer states she has returned to her carrier of choice. Customer states that the total disputed amount at this point is \$127.10. Please investigate this matter and provide me with a detailed written report including a LOA or verification tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date above.

Please send all fax and e-mail responses to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by janderson

Request No. 341507T

Name MARTIN ,JERRY MR.

Business Name

PAGE NO: 1

DOCKET No 001109-11  
EXHIBIT NW-2  
Page 602 of 659

11-01-2000 Reply received via US MAIL. RLogan

12/08/2000: The company's response indicates that customer authorized the switch and the request was confirmed by a third party verification company. Company did not provide PSC with a copy of the verification tape. Company issued \$174.30 refund check. Closed as a possible slamming infraction. Sending slamming letter to customer. RRoland

Request No. 341507T

Name MARTIN ,JERRY MR.

Business Name

PAGE NO: 2

STATE OF FLORIDA

Page 604 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

December 8, 2000

Ms. Eve Martin  
13 Winfield Drive  
Palm Coast, Florida 32164

Re: 341507T

Dear Ms. Martin:

This is a follow-up to your recent inquiry concerning the switch of your long distance service to Webnet Communications, Incorporated. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) the long distance company has on hand a ballot or letter from the customer, or other authorized person, requesting such a change; or*
- (b) the company has received a call from the customer and has obtained specific information ensuring that the caller is authorized to change companies, understands the nature of the change being requested, and is aware of any fees that may be charged; or*
- (c) the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company and the verifying firm has provided a copy of the audio taped verification; or*
- (d) the company has received a customer request to change his long distance company and has responded by mailing an information package that includes a prepaid, returnable postcard. The company may process the change order only if the customer signs the postcard, confirming the change, and returns it to the company.*

Since none of these conditions have been met, it appears that the company is in apparent violation of PSC rules. The company has issued a refund of \$174.30.

Ms. Eve Martin  
Page 2  
December 8, 2000


Thank you for bringing this matter to our attention. You may be interested to know that you are not alone. The PSC receives more inquiries about unauthorized telephone company switches, or "slamming," than any other issue. As a result of testimony by citizens at hearings conducted around the state, the PSC has implemented some of the most stringent anti-slamming rules in the nation. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid being slammed in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "No Sales Solicitation Calls" list. This is an alternative way to reduce intrusion into residential telephone privacy. You may also call your local telephone company and request a "PC (preferred carrier) Freeze." This will prohibit future changes to your account without your written authorization.

If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. However, these numbers may not identify companies who resell the phone services of other long distance companies.

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809.

Sincerely,



Randy Roland  
Regulatory Specialist II

Enclosures (2)



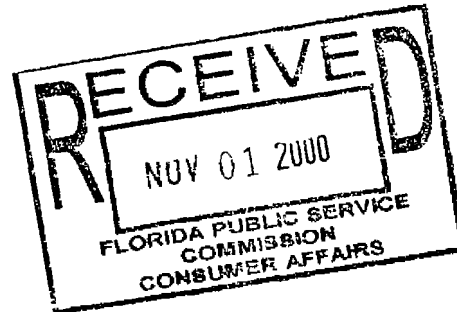
WebNet Communications, Inc.

October 30, 2000

**VIA FIRST CLASS MAIL**

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

**Re: Eve Martin**  
**904-445-1231**



Dear Sir or Madam:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Eve Martin ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy. ✓

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$174.30, switching fees in the amount of \$10.00 are included. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on September 30, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

ORIGINAL

October 30, 2000  
Page 2 of 2

Enclosures

cc: Eve Martin  
13 Winfield Dr.  
Palm Coast, FL 32164

ORIGINAL



WEBNET COMMUNICATIONS, INC.

3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

2507

10/26/2000

PAY TO THE  
ORDER OF **Eve Martin**

\$ \*\*174.30

One Hundred Seventy-Four and 30/100\*\*\*\*\*

**Eve Martin**  
**13 Winfield Dr.**  
**Palm Coast, FL 32164**

DOLLARS  
Security features  
included.  
Details on back.

MEMO 904-445-1231



MP

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNIC

**Eve Martin**  
**Refunds**

2507

10/26/2000

174.30

Checking - Fidelity 904-445-1231

174.30

ORIGINAL

Request No. 341613TName HIGGINBOTHAM ,W. W. MR.

Business Name \_\_\_\_\_

<b>Consumer Information</b>  Name: W. W. HIGGINBOTHAM  Business Name:  Svc Address: 16651 HAP WAY   County: Duval                      Phone: (904)-266-4691  City/Zip: Jacksonville              / 32234-  Account Number:  Caller's Name: W. W.      HIGGINBOTHAM  Mailing Address: 16651 HAP WAY   City/Zip: JACKSONVILLE , FL 32234-  Can Be Reached: (904)-266-4691	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: RANDY ROLAND Entered By: AHASHISH Date: 10/18/2000 Time: 11:25 Via: MAIL (PHONE/MAIL/FAX/E-MAIL) Prelim Type: OTHER PO:  Supmntl Rpt Req'd:    /    / Certified Letter Sent:    /    / Certified Letter Rec'd:    /    /  Closed by:    MEP Date: 12/01/2000 Closeout Type: LS-13 Apparent Rule Violation: Y
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane341613T Response Needed From Company?    Y Date Due: 11/08/2000 Fax: 9W1,800-815-0348	
	Interim Report Received:    /    / Reply Received: 11/01/2000 Reply Received Timely/Late: T Informal Conf.: N	

Please review the attached correspondence in which the customer reports the following:

Customer states that the company has billed him for monthly service fees and charges. Customer states that he does not use the company's services. Customer states that he has tried to contact the company on their 800 number but have not been able to get through. Customer states that he wants the charged removed from his bill, the account canceled and the billing to cease.

Please investigate this issue, contact the customer and provide the Commission with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

PLEASE NOTE\*\* The information on this form is only a summary of the customer's concerns. Additional information, important to this matter, may be contained in the correspondence.

Request No. 341613TName HIGGINBOTHAM ,W. W. MR.

Business Name \_\_\_\_\_

PAGE NO: 1

**\*\*Inquiry taken by A. Hashisho\*\***

**CONTACT NUMBERS**

CAF FAX: 850/413-7168

CAF Email:pscreply@psc.state.fl.us

11-01-2000 Reply received via US MAIL. RLogan

12/01/2000 Reviewed report. Webnet advised that the company switched the service in accordance with company policy. However, no third party verification was included. The company canceled the service on August 20, 2000. A credit of \$6.88 was sent to the customer in the form of a refund check on October 26, 2000. The customer should have already received the refund check. A letter was sent to the customer. eplendl

12/01/2000 Contacted LEC. BellSouth advised that no further charges have appeared after September 4, 2000. eplendl

12/01/2000 Closed. A closure letter will be sent to the customer. eplendl

This inquiry is closed without infraction. Credit issued and account canceled.

RECEIVED

Request No. 341613T

Name HIGGINBOTHAM ,W. W. MR.

Business Name

STATE OF FLORIDA

Page 611 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

December 8, 2000

Mr. W.W. Higginbotham  
16651 Hap Way  
Baldwin, FL 32234

RE: 341613T

Dear Mr. Higginbotham:

This is a follow-up to your inquiry concerning the switch of your long distance service to Webnet Communications. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.*

Documentation provided to the PSC indicates that the company issued credit of \$6.88 to the account. This credit was sent in the form of a refund check under separate cover on October 26, 2000. You should have already received this refund check.

---

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. W.W. Higginbotham  
Page 2  
December 8, 2000

My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Ellen Plendl', with a long horizontal flourish extending to the right.

Ellen Plendl  
Regulatory Specialist

Enclosure

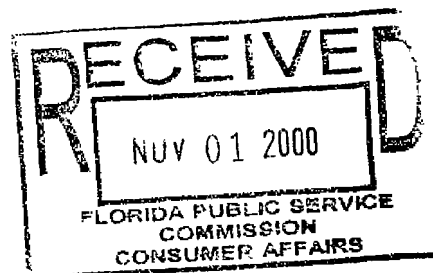


WebNet Communications, Inc.

October 30, 2000

**VIA FIRST CLASS MAIL**

Noelia Santiago  
Florida Public Service  
Commission- Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399



**Re: W.W. Higginbotham  
341613T**

Dear Ms. Santiago:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by W.W. Higginbotham ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the amount of \$6.88. WNC's records also indicate that service was terminated on August 20, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

Ms. Santiago  
October 30, 2000  
Page 2 of 2

Enclosures

cc: W.W. Higginbotham  
HWY 301  
Jacksonville, FL 32234

RECEIVED

DOCKET No. 001109-TT  
EXHIBIT MW-2  
Page 615 of 659



Florida Public Service  
Commission  
Tallahassee, Fla.

DOCKET No 001109-TI  
EXHIBIT MW-2

Bald

Oct. 13, 2000

Page 616 of 659

Dear Sir:

This is further in connection with a phone call that I made to your representative 10-13-00 pertaining to a charge placed on my phone bill in amount of \$4.09 by LD Televiewers Inc. as per your representative instructions I am enclosing a copy of this charge and a copy of a letter that I sent to Bill South about this charge. Your Rep. told me not to pay this charge because it was wrong and she said that the Florida Public Service Commission will take care of this charge. If any further information is needed, please advise.  
Thank you for your help.

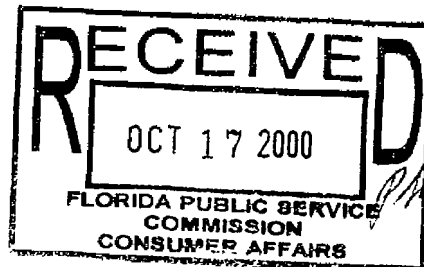
Sincerely

W.D. Higginbotham

16651 Nap Way

Baldwin, Fla. 32234

Phone (904) 266-4291



ORIGINAL



Call about this charge.  
What is this - not on last mon

DOCKET No 001109-T1  
EXHIBIT MW-2

Page 8

W W HIGGINBOTHAM

Account Number

Page 617 of 659

3 0566

Bill Period Date: Sep 4, 2000

For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

### Detailed Statement of Charges

#### Miscellaneous Charges and Credits

Amount

##### Service Provider - WEBNET

Date

1. 08/18 Presubscribed Interexchange Carrier Charge .....	?	3.88
Total Miscellaneous Charges and Credits .....		3.88

#### Taxes

Amount

##### Taxes on Regulated Services

2. Federal Tax .....		.12
3. Florida Gross Receipts Surcharge .....		.09
Total Taxes on Regulated Services .....		.21
Total Taxes .....		.21

Total ILD Teleservices, Inc. Current Charges ..... 4.09

~~1-800-876-7060~~

~~1-888-880-0166~~

Service Division  
Fla. public util. div. of consumer affairs  
2540 Shumard Oak Blvd.



W W HIGGINBOTHAM

Page 618 of 659

Account Number: 904 266-4691 323 0566

Bill Period Date: Sep 4, 2000

Messages (continued)

The FCC has approved a new plan effective July 1, 2000 that will remove some charges and add others to your phone bill. The plan includes reductions in charges your local phone company bills to long-distance companies that may result in lower per minute long-distance rates. The following charges are affected by this change:

Presubscribed Interexchange Carrier Charge (PICC) -- The PICC charge is being eliminated and will no longer appear on residential, single line business, and Basic Rate ISDN customer bills. This fee was assessed to long-distance companies by BellSouth, and subsequently charged to customers on their long-distance bills. The charge was designed to compensate BellSouth for a portion of the cost of local phone lines used for completion of long-distance calls.

Subscriber Line Charge (SLC) -- The Subscriber Line Charge helps pay for the line that runs from the subscriber's location to the BellSouth switching office. Effective July 1, the SLC for residential, single line business, and Basic Rate ISDN customers will increase approximately \$.85 per month. This change, along with the elimination of the PICC, results in savings to consumers of approximately \$.65 per month. This charge will be reflected on July or August 2000 bills with billing effective back to July 1, 2000. Customers who have signed up for Lifeline, a low income assistance program available to qualified residential subscribers, will receive an increase in the Lifeline credit to offset the increase in the SLC.

Federal Universal Service Charge - This charge helps to keep telephone rates affordable and is being added to your BellSouth bill to replace the amounts formerly

**ORIGINAL**

Bill South  
P.O. Box 33009  
Charlotte N.C. 28243-0001

Baldwin Fla.

9-18-2000

Dear Sirs:

This letter is concerning a charge on my last phone bill of \$4.09 including taxes by I L D Tele services Inc. This charge shown on page 8 of the phone bill is called preferred interchange carrier charge (P I C C). I have never heard of this I L D Inc.

on Bill South messenger page 5 there is a notation, "The FCC has approved a new plan effective July 1, 2000 that will remove some charges and add others to your phone bill."

paragraph 2: "The P I C C charge is being eliminated and will no longer appear on residential, single line business and basic rate bills."

I have called the I L D 800 phone number three days to find out about this charge but I cannot get through to them, therefore based on the information in Bill South messenger I am deducting \$4.09 from two out charges of \$26.84 and increasing my check for \$22.75 If this is not right, please advise the undersigned.

W.W. J. Gibbitham

MODE = MEMORY TRANSMISSION

START=OCT-18 14:18

END=OCT-18 14:21

FILE NO.=917

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	2	617037141330	007/007	00:01:58

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* 850 414 1626- \*\*\*\*\*

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

**FACSIMILE TRANSMITTAL COVER SHEET**

RE: Inquiry # 341613

DATE: Oct. 18, 2000

TO: *Jane Helein-Scott*

OFFICE/BUSINESS: *WebNet Communications, Inc.*

FAX NUMBER: *(703) 714-1330*

FROM: *DIVISION OF CONSUMER AFFAIRS*

FAX NUMBER: *(850) 413-7168*

TELEPHONE NUMBER: *(850) 413-6100 OR 1-800-342-3552*

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 7

Request No. 344122T

Name WHIPPLE ,ELMA

Business Name

<b>Consumer Information</b>  Name: ELMA WHIPPLE  Business Name:  Svc Address: 912 MAGNOLIA DR   County: Gadsden                      Phone: (850)-539-6167  City/Zip: Havana                      / 32333-  Account Number:  Caller's Name: ELMA      WHIPPLE  Mailing Address: 912 MAGNOLIA DR   City/Zip: HAVANA ,FL 32333-  Can Be Reached:  E-Tracking Number:	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: NOELIA SANTIAGO  Entered By: VMCKAY  Date: 11/02/2000  Time: 11:35  Via: PHONE  Prelim Type: SLAMMING  PO:  Disputed Amt:                      0.00  Supmntl Rpt Req'd:    /    /  Certified Letter Sent:    /    /  Certified Letter Rec'd:    /    /  Closed by:    NJS  Date: 12/14/2000  Closeout Type:    LS-13  Apparent Rule Violation: Y
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC.  Attn. Helein-Scott Jane344122T  Response Needed From Company?    Y  Date Due: 11/28/2000 Fax: 9W1,877-550-3004                      R	
	Interim Report Received:    /    /  Reply Received: 12/01/2000  Reply Received Timely/Late: T  Informal Conf.: N	

The customer is reporting her LD service was switched without her authorization. She states her carrier of choice is AT&T. She states a verification tape was played. The total amount in dispute is \$12.00.

She states she has been in contact with the company on this issue.

Please investigate this issue, contact the customer and provide the PSC with a detailed written report.

Send response to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by Victor McKay

12/01/2000 Reply received via US Mail. RLogan

Request No. 344122T

Name WHIPPLE ,ELMA

Business Name

PAGE NO: 1

12/01/2000: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT A CREDIT FOR THE AMOUNT OF \$15.75 WAS ISSUED TO THE CUSTOMER FOR THE DISPUTED AMOUNT . NO THIRD PARTY VERIFICATION TAPE WAS PROVIDED TO CONFIRM HOW THE SWITCH WAS MADE. THIS CASE IS CLOSED AS AN INFRACTION.

12/15/2000: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

2/23/01 Customer called and says she has received another bill. She is going to send me a copy of her bill. Dick Durbin

03/05/2001 Received customer bill as requested, via U.S. mail, copy to Dick Durbin, and added original to file. PRoberts

Request No. 344122T

Name WHIPPLE ,ELMA

Business Name

PAGE NO: 2

Request No. 344640T

Name GLASS ,SELMA MS.

Business Name

<b>Consumer Information</b>  Name: SELMA GLASS  Business Name:  Svc Address: 2803 VICTORIA WAY B-3  County: Broward Phone: (954)-970-3541  City/Zip: Coconut Creek / 33066-  Account Number:  Caller's Name: SELMA GLASS  Mailing Address: 2803 VICTORIA WAY B-3  City/Zip: COCONUT CREEK ,FL 33066-  Can Be Reached: (954)-970-3541	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: TARRAH GORDON Entered By: PDUCK Date: 11/06/2000 Time: 16:13 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:  Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /  Closed by: MEP Date: 01/08/2001 Closeout Type: LS-13 Apparent Rule Violation: Y
<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane344640T Response Needed From Company? Y Date Due: 11/30/2000 Fax: 9W1,800-815-0348  Interim Report Received: / / Reply Received: 12/08/2000 Reply Received Timely/Late: T Informal Conf.: N		

Customer states that she was switched from MCI to WebNet without authorization or request. Customer states she has returned to her carrier of choice. Customer states that she has been billed \$17.71 to date and would like to be reimbursed. Customer states that she continues to be billed monthly. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

**\*\*Inquiry taken by Pamela Duck\*\***

**CONTACT NUMBERS**

CAF FAX: 850/413-7168

CAF Email: pscreply@psc.state.fl.us

**ORIGINAL**

Page 623 of 659  
EXHIBIT MW-2  
DOCKET No 001109-11

Request No. 344640T

Name GLASS ,SELMA MS.

Business Name



12/08/2000 Reply received via US Mail. RLogan

01/08/2001 Reviewed report. Webnet advised that the company switched the service in accordance to company guidelines. However, no third party verification tape was submitted to the PSC. The company issued a refund check in the amount of \$3.60 to the customer on November 16, 2000. A letter was sent to the customer. eplendl

01/08/2001 Closed by telephone conversation with the customer. Customer advised the matter was resolved. He received the refund check.

This inquiry is closed as an apparent rule violation for unauthorized switch. No third party verification tape was submitted. Credit issued and account canceled.

DOCKET No. 00109-TI  
EXHIBIT MW-2  
Page 624 of 659

ORIGINAL

Request No. 344640T

Name GLASS ,SELMA MS.

Business Name

PAGE NO: 2



WebNet Communications, Inc.

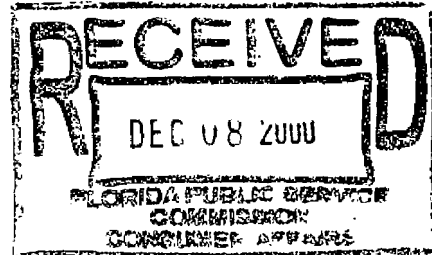
December 7, 2000

**VIA FIRST CLASS MAIL**

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399

Re: Selma Glass  
954-970-3541

344646



Dear Sir or Madam:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Selma Glass ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$3.60. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on November 10, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

ORIGINAL

Page 2 of 2

Enclosures

cc: Selma Glass  
2803 Victoria Way B-3  
Coconut Creek, FL 33066

ORIGINAL

WEBNET COMMUNICATIONS, INC.

3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
84-240/811

3118

11/16/2000

PAY TO THE  
ORDER OF Selma Glass

\$ \*\*3.60

Three and 60/100\*\*\*\*\*

Selma Glass

DOLLARS  
Security features  
Included.  
Details on back.

MEMO 954-970-3541

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

911

3118

11/16/2000

3.60

WEBNET COMM

Selma (Refunds

ORIGINAL

Checking - Fidelity 954-970-3541

3.60

Request No. 344665T

Name TORO ,JOHN MR.

Business Name

<b>Consumer Information</b>  Name: JOHN TORO  Business Name:  Svc Address: 451 SE NOME DROVE  County: Saint Lucie Phone: (561)-336-9102  City/Zip: Port Saint Lucie / 34984-  Account Number:  Caller's Name: JOHN TORO  Mailing Address: PO BOX 9145   City/Zip: Port Saint Lucie ,FL 34985  Can Be Reached: (561)-336-9102	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: TARRAH GORDON Entered By: AHASHISH Date: 11/07/2000 Time: 08:16 Via: INTERNET (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane344665T Response Needed From Company? Y Date Due: 12/01/2000 Fax: 9W1,800-815-0348	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 12/01/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by: MEP Date: 12/08/2000 Closeout Type: LS-13 Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"QWEST COMMUNICATIONS- WEBNET CHANGED MY LONG DISTANCE AND LOCAL SERVICE FROM AT&T WITHOUT MY AUTHORIZATION AND WE ASKED THEM FOR EVIDENCE THAT I AUTHORIZED THAT CHANGE AND I HAVE NOT RECEIVED THIS PROOF AND I WILL NOT PAY THEIR CHARGES UNTIL I AM SATISFIED THAT I AUTHORIZED THIS CHANGE, JOHN TORO "

Please provide LOA/Tape verification.

Please investigate this issue, contact the customer and provide the Commission with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

**\*\*Inquiry taken by A. Hashisho\*\***

Request No. 344665T

Name TORO ,JOHN MR.

Business Name

PAGE NO: 1

CONTACT NUMBERS

CAF FAX: 850/413-7168

CAF Email: pscreply@psc.state.fl.us

12/01/2000 Reply received via US Mail. RLogan

12/08/2000 Reviewed report. Webnet advised that the company switched the service in conformance with the company's policy. The company did not provide a third party verification.

The company canceled the account on October 31, 2000. The company issued a credit of \$165.39 to the account on November 16, 2000. The customer should receive this reimbursement check in one to two billing cycles.  
eplendl

12/08/2000 Closed. A closure email letter will be sent to the customer. eplendl

This inquiry is closed as an apparent rule violation for unauthorized switch. Credit issued and account canceled.

12/15/2000 Received thank you email from the customer. eplendl

Request No. 344665T

Name TORO ,JOHN MR.

Business Name

PAGE NO: 2

ORIGINAL

Ellen Plendl

Page 630 of 659

To: JTORO1@email.msn.com  
Subject: Consumer Inquiry

Mr. John Toro

Dear Mr. Toro:

This is a follow-up to your inquiry concerning the switch of your long distance service to WebNet. First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) the long distance company has on hand a ballot or letter from the customer requesting such a change; or
- (b) the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or
- (c) the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or
- (d) the company has received a customer request to change his long distance company and has responded by mailing an informational package, which includes a postcard that the customer can use to confirm a change request.

Documentation provided to the Public Service Commission indicates the company canceled the account on October 31, 2000. In addition, WebNet issued a credit of \$165.39 to the account. This credit was sent under separate cover in the form of a refund check payable to you on November 21, 2000. You should receive this check in one to two billing cycles.

My proposed resolution, based on the information provided by you and the utility, is that the company apparently violated this Commission's rules and regulations in its handling of this matter.

You may call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by E-mail at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,

Ellen Plendl  
Regulatory Specialist  
Division of Consumer Affairs  
Public Service Commission  
850-413-6123  
850-413-6124(fax)  
[eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us)

STATE OF FLORIDA

Page 631 of 659

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR.  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

December 15, 2000

Mr. R.L. Daglian  
Ft. Lauderdale Lincoln Mercury  
12 East Sunrise Blvd.  
Ft. Lauderdale, FL 33304

RE: 344703T

Dear Mr. Daglian:

This is in response to your communications with the Florida Public Service Commission concerning MCI WorldCom.

In an effort to resolve your complaint, we contacted the company and requested a detailed written report regarding your concerns. Documentation provided to the Florida Public Service Commission indicates that the company canceled the account. In addition, MCI issued a credit of \$3,568.92 to the account on December 4, 2000. This credit should appear on the account in one to two billing cycles.

My proposed resolution, based on the information provided by you and the utility, is that the company has violated neither its tariffs nor this Commission's rules and regulations in its handling of this matter.

Thank you for the opportunity to address your concerns. If you have any questions, please let me know. You may reach me at 1-800-342-3552 or at [elendl@psc.state.fl.us](mailto:elendl@psc.state.fl.us).

Sincerely,

Ellen Plendl  
Regulatory Specialist



**Ellen Plendl**

Page 632 of 659

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**From:** JTORO1 [JTORO1@email.msn.com]  
**Sent:** Tuesday, December 12, 2000 9:31 PM  
**To:** eplendl@psc.state.fl.us

MRS. ELLEN PLENDL: THANK YOU VERY MUCH FOR RESOLVING THE PROBLEM WE HAD WITH THE LONG DISTANCE COMPANY THAT SWITCH MY SERVICE WITHOUT MY PERMISSION. JOHN TORO  
[JTORO1@email.msn.com](mailto:JTORO1@email.msn.com)

12/15/00

**Ellen Plendl**

Page 633 of 659

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**From:** JTORO1 [JTORO1@email.msn.com]  
**Sent:** Tuesday, December 12, 2000 9:31 PM  
**To:** eplendl@psc.state.fl.us

MRS. ELLEN PLENDL: THANK YOU VERY MUCH FOR RESOLVING THE PROBLEM WE HAD WITH THE LONG DISTANCE COMPANY THAT SWITCH MY SERVICE WITHOUT MY PERMISSION JOHN TORO  
JTORO1@email.msn.com

12/15/00

Angie Hashisho

Page 634 of 659

From: Interactive.Slamming.Form@webserv2.electro-net.com  
Sent: Monday, November 06, 2000 5:15 PM  
Subject: Slamming Complaint

recipient: contact@psc.state.fl.us  
return-email: contact@psc.state.fl.us  
return-name: Consumer  
subject: Telecommunications Slamming Complaint Form  
recipient: contact@PSC.STATE.FL.US  
return-email: contact@PSC.STATE.FL.US  
return-name: Consumer  
subject=VALUE=  
Account Holder: JOHN TORO  
Account Number: 561-336-9102 206 0450  
Service Address: 451 SE NOME DR.  
City, State and Zip Code: PORT ST. LUCIE 34984  
County: St. Lucie  
Mailing Address: PO BOX 9145  
Mailing City, State and Zip Code: PORT ST LUCIE 34985  
E-mail Address: JTORO1@EMAIL.MSN.COM  
Telephone Number at the Service Address: 561-336-9102  
Daytime Contact Telephone Number=  
Local Telephone Company: BELLSOUTH  
Interstate/Long Distance Telephone Company: NONE  
Intrastate/Local Toll Telephone Company: BELLSOUTH  
Local: Yes  
Interstate/Long Distance: Yes  
Intrastate/Local Toll: Yes  
Company that Switched the Service Without Authorization: QWEST COMMUNICATIONS- WEBNET  
Contacted Preferred Carrier: YES  
Contacted company in dispute: YES  
name of contact=  
Received bill from new carrier: YES  
comments: QWEST COMMUNICATIONS- WEBNET CHANGED MY LONG DISTANCE AND LOCAL SERVICE FROM  
AT&T WITHOUT MY AUTHORIZATION AND WE ASKED THEM FOR EVIDENCE THAT I AUTHORIZED THAT  
CHANGE AND I HAVE NOT RECEIVED THIS PROOF AND I WILL NOT PAY THEIR CHARGES UNTIL I AM  
SATISFIED THAT I AUTHORIZED THIS CHANGE, JOHN TORO



WebNet Communications, Inc.

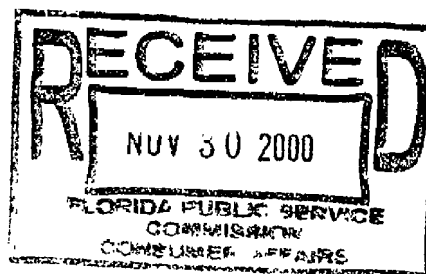
November 19, 2000

**VIA FIRST CLASS MAIL**

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
General Gunter Building  
Tallahassee, FL 32399-0850

Re: John Toro  
561-336-9102

344665



Dear Sir or Madam:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by John Toro ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$165.39, switching fees in the amount of \$10.00 are included. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on October 31, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,

Patrick H. Allen

Page 2 of 2

Enclosures

cc: John Toro  
451 SE NOME Dr  
Port St. Lucie, FL 34984

7/23/2010

**WEBNET COMMUNICATIONS, INC.**

3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

3119

11/16/2000

PAY TO THE  
ORDER OF **John Toro**

\$ \*\*165.39

One Hundred Sixty-Five and 39/100\*\*\*\*\*

DOLLARS  
Security features  
included.  
Details on back

**John Toro**  
**451 SE Nome Dr**  
**Port St Lucie, FL 34984**

MEMO **561-336-9102**

*Man Li*

MP

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

**WEBNET COMMUNICA**  
**John Toro**  
**Refunds**

3119

11/16/2000

165.39

**Checking - Fidelity 561-336-9102**

165.39

Request No. 347256T

Name WERNER ,LORRY MR.

Business Name

<b>Consumer Information</b>  Name: LORRY WERNER  Business Name:  Svc Address: 846 HAMMILTON AVE   County: Brevard Phone: (321)-639-2928  City/Zip: Rockledge / 32955-  Account Number:  Caller's Name: MOLLIE WERNER  Mailing Address: 846 HAMMILTON AVE   City/Zip: ROCKLEDGE ,FL 32955-  Can Be Reached: (321)-639-2928	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: NANCY Entered By: PDUCK Date: 11/27/2000 Time: 16:45 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane347256T Response Needed From Company? Y Date Due: 12/18/2000 Fax: 9W1,800-815-0348	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /	Closed by: NJS Date: 01/16/2001 Closeout Type: LS-13 Apparent Rule Violation: Y
Interim Report Received: / /  Reply Received: 01/11/2001 Reply Received Timely/Late: T Informal Conf.: N		

Customer states that she was switched from Vertec to WebNet without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

**\*\*Inquiry taken by Pamela Duck\*\***

**CONTACT NUMBERS**

CAF FAX: 850/413-7168

CAF Email: pscreply@psc.state.fl.us

01/11/2001 Reply received via US MAIL. RLogan

Request No. 347256T

Name WERNER ,LORRY MR.

Business Name

PAGE NO: 1

DOCKET No. 00109-11  
EXHIBIT MW-2  
Page 638 of 659

1/11/2001: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT A CREDIT CHECK FOR THE AMOUNT OF \$9.20 WAS ISSUED TO THE CUSTOMER'S ACCOUNT. NO THIRD PARTY VERIFICATION TAPE WAS PROVIDED. THIS CASE IS CLOSED AS AN INFRACTION. NJS

1/19/2000: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

Request No. 347256T

Name WERNER ,LORRY MR.

Business Name

PAGE NO: 2



STATE OF FLORIDA

Page 640 of 659

Commissioners:  
E. LEON JACOBS, JR., CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

January 18, 2001

Mr. and Mrs. Lorry Werner  
846 Hamilton Avenue  
Rockledge, FL 32955

**RE: Case #347256T**

Dear Mr. and Mrs. Werner:

This is a response to your communications with the Florida Public Service Commission concerning WebNet Communications, Inc.

A review of the information developed in our investigation indicates that a company representative has been in touch with you and that the matter appears to be resolved.

If this is not the case, or if you have additional questions with which I can be of assistance, please contact me toll free at 1-800-342-3552, by toll free fax at 1-800-511-0809, or by e-mail at [nsantiago@psc.state.fl.us](mailto:nsantiago@psc.state.fl.us).

Sincerely,

A handwritten signature in dark ink, appearing to read "Noelia J. Santiago".

Noelia J. Santiago  
Regulatory Specialist II  
Division of Consumer Affairs

NJS:ewe



WebNet Communications, Inc.

January 1, 2001

**VIA FIRST CLASS MAIL**

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Gerald Gunter Building  
Tallahassee, FL 32399-0850

Re: **Lorry Werner**  
**321-639-2928**

347256

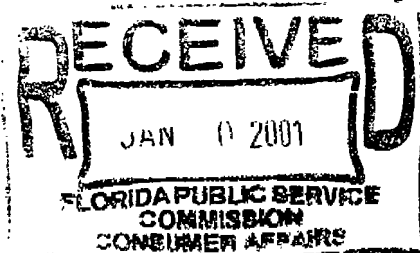
Dear Sir or Madam:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Lorry Werner ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$9.20. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on September 28, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.



Respectfully submitted,

*Patrick H. Allen*

Patrick H. Allen

Page 2 of 2

Enclosures

cc: Lorry Werner  
846 Hamilton Ave.  
Rockbridge, FL 32399

WEBNET COMMUNICATIONS, INC.

3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

4037

12/18/2000

PAY TO THE  
ORDER OF

Lorry Werner

\$ \*\*9.20

Nine and 20/100\*\*\*\*\*

Lorry Werner

DOLLARS  
Security features  
included  
Details on back.

MEMO 321-639-2928

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an

WEBNET COMMUNICATIONS, INC. agency for the purpose of payment of any fee or debt  
Lorry Werner owing are confidential and exempt from subsection (1)  
Refunds and s.24(a), Art. I of the State Constitution . . .

*[Signature]* MP

4037

12/18/2000

9.20

Checking - Fidelity 321-639-2928

9.20

Request No. 347446T

Name POSEY ,MICHEAL MR.

Business Name

<p align="center"><b>Consumer Information</b></p> <p>Name: MICHEAL POSEY</p> <p>Business Name:</p> <p>Svc Address: 1732 NE AVE J</p> <p>County: Palm Beach      Phone: (561)-996-2380</p> <p>City/Zip: Belle Glade      / 33430-</p> <p>Account Number:</p> <p>Caller's Name: TRACY POSEY</p> <p>Mailing Address: 1732 NE AVE J</p> <p>City/Zip: BELLE GLADE ,FL 33430-</p> <p>Can Be Reached: (561)-992-8068</p>	<p align="center"><b>Florida Public Service Commission - Consumer Request</b></p> <p align="center"><b>2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</b></p>	<p align="center"><b>PSC Information</b></p> <p>Assigned To: NANCY</p> <p>Entered By: JANDERSON</p> <p>Date: 11/28/2000</p> <p>Time: 15:25</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: NJS</p> <p>Date: 01/18/2001</p> <p>Closeout Type: LS-13</p> <p>Apparent Rule Violation: Y</p>
	<p align="center"><b>Utility Information</b></p> <p>Company Code: TJ299</p> <p>Company: WEBNET COMMUNICATIONS, INC.</p> <p>Attn. Helein-Scott Jane347446T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/19/2000</p> <p>Fax: 9W1,800-815-0348</p>	
	<p>Interim Report Received: / /</p> <p>Reply Received: 01/11/2001</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

Customer states that she was switched from BellSouth for local toll and AT&T for long distance service to WebNet without authorization or request. Customer states she has returned to her carriers of choice. Customer states that her husband did receive a solicitation call from the company and was asked to verify some personal information in order to receive additional information about WebNet. Customer states that he did not authorize a switch to this company and was only trying to find out more about its services. Customer states that the total disputed amount at this point is \$99.81. Please investigate this matter and provide me with a detailed written report including a LOA or verification tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date above.

Please send all fax and e-mail responses to:

CAF FAX: 850/413-7168

**ORIGINAL**

Request No. 347446T

Name POSEY ,MICHEAL MR.

Business Name

PAGE NO: 1

CAF E-mail: pscreply@psc.state.fl.us

Case taken by janderson

01/11/2001 Reply received via US MAIL. RLogan

01/11/01: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT A CREDIT IN THE AMOUNT OF \$132.73 WAS ISSUED TO THE CUSTOMER. SERVICE WAS TERMINATED ON SEPTEMBER 28,2000. NO THIRD D PARTY VERIFICATION TAPE WAS PROVIDED TO CONFIRM HOW THE SWITCH WAS MADE.

1/19/2001: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

Request No. 347446T

Name POSEY ,MICHEAL MR.

Business Name

PAGE NO: 2

STATE OF FLORIDA

Page 646 of 659

Commissioners:  
E. LEON JACOBS, JR., CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

January 22, 2001

Mr. and Mrs. Michael Posey  
Apartment 'J'  
1732 Northeast Avenue  
Belle Glade, FL 33430

**RE: Case #347446T**

Dear Mr. and Mrs. Posey:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to WebNet Communications, Inc. (WebNet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

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

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. and Mrs. Michael Posey  
Page 2  
January 22, 2001

Since none of these conditions have been met, it appears that WebNet has violated PSC rules. As a result, we have charged this company with an apparent rule infraction. The company has issued a credit of \$132.73 to your account to cover the cost of switching back to your preferred company and to rerate the calls you were billed to the rate you would have paid your preferred company. This credit should appear within one or two billing cycles. If you do not see this credit on your telephone bill within the next two billing cycles, please contact me.

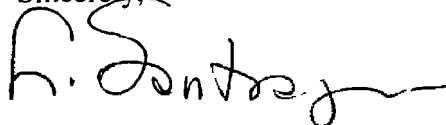
As information, the PSC has implemented some of the most stringent anti-slamming rules in the nation as a result of testimony provided by citizens at hearings the PSC held around the state. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "*No Sales Solicitation Calls*" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by e-mail at nsantiago@psc.state.fl.us.

Sincerely,



Noelia J. Santiago  
Regulatory Specialist II  
Division of Consumer Affairs

NJS:ewe





WebNet Communications, Inc.

January 1, 2001

**VIA FIRST CLASS MAIL**

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Gerald Gunter Building  
Tallahassee, FL 32399-0850

**Re: Michael Posey  
561-996-2380**

347446

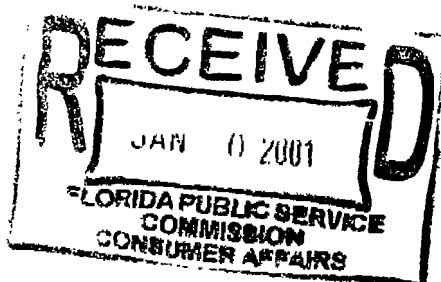
Dear Sir or Madam:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Michael Posey ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$132.73. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on September 28, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.

An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.



Respectfully submitted,

*Patrick H. Allen*  
Patrick H. Allen

Page 2 of 2

Enclosures

cc: Michael Posey  
1732 NE Ave. J  
Belle Glade, FL 33430



WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
84-240/611

4038

12/18/2000

PAY TO THE ORDER OF Michael Posey

\$ \*\*132.73

One Hundred Thirty-Two and 73/100\*\*\*\*\*

Michael Posey

DOLLARS  
Security features  
included.  
Details on back.

MEMO 561-996-2380



119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNICA  
Michael Posey  
Refunds

12/18/2000

4038

132.73

Checking - Fidelity 561-996-2380

132.73

ORIGINAL

Request No. 348074T

Name PFISTER ,JACK MR.

Business Name

<b>Consumer Information</b>  Name: JACK PFISTER  Business Name:  Svc Address: 680 NE 64TH STREET PH 2  County: Dade Phone: (305)-758-6152  City/Zip: Miami / 33138-  Account Number:  Caller's Name: JACK PFISTER  Mailing Address: 680 NE 64TH STREET PH 2  City/Zip: MIAMI ,FL 33138-  Can Be Reached: (305)-754-4411	<b>Florida Public Service Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: NANCY Entered By: NCHESTER Date: 12/01/2000 Time: 15:13 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
	<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane348074T Response Needed From Company? Y Date Due: 12/22/2000 Fax: 9W1,800-815-0348	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / /  Reply Received: 01/11/2001 Reply Received Timely/Late: T Informal Conf.: N	Closed by: NJS Date: 01/18/2001 Closeout Type: LS-13 Apparent Rule Violation: Y

Customer states that he was switches form Bellsouth and AT&T to Webnet ( a rebiller of Qwest) without authorization or request on August 8, 2000. Customer states that he has returned to his carriers of choice. Customer states that he has tried to contact the company to no avail. Please investigate this matter, contact the customer and provide the FL. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Nekey Chester  
FAX# 850-413-7168  
E-mail: PSCREPLY@PSC.STATE.FL.US

01/11/2001 Reply received via US MAIL. RLogan

Request No. 348074T

Name PFISTER ,JACK MR.

Business Name

THIS INQUIRY IS CLOSED.

STATE OF FLORIDA

Page 653 of 659

Commissioners:  
E. LEON JACOBS, JR., CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

January 22, 2001

Mr. Jack Pfister  
PH #2  
680 Northeast 64 Street  
Miami, FL 33138

**RE: Case #348074T**

Dear Mr. Pfister:

This is a follow-up to your recent inquiry concerning the unauthorized switch of your long distance service to WebNet Communications, Inc. (WebNet). First, let me give you some background on Florida law and telephone company changes.

Florida Public Service Commission (PSC) rules state that a customer's long distance telephone company may be changed only if one of the following conditions has been met:

- (a) *the long distance company has on hand a ballot or letter from the customer requesting such a change; or*
- (b) *the customer initiates a call to an automated 800 number and, through a sequence of prompts, confirms the customer's requested change; or*
- (c) *the customer's requested change is verified through a qualified, independent firm which is unaffiliated with any long distance company; or*
- (d) *the company has received a customer request to change his long distance company and has responded within three days by mailing of an information package that includes a prepaid, returnable postcard, and an additional 14 days have passed before the company submits the long distance company change to the local telephone company.*

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. Jack Pfister  
Page 2  
January 22, 2001

Since none of these conditions have been met, it appears that WebNet has violated PSC rules. As a result, we have charged this company with an apparent rule infraction. The company has issued a credit of \$7.62 to your account to cover the cost of switching back to your preferred company and to rerate the calls you were billed to the rate you would have paid your preferred company. This credit should appear within one or two billing cycles. If you do not see this credit on your telephone bill within the next two billing cycles, please contact me.

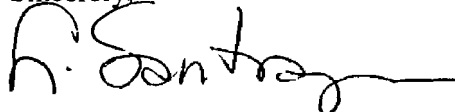
As information, the PSC has implemented some of the most stringent anti-slamming rules in the nation as a result of testimony provided by citizens at hearings the PSC held around the state. The Federal Communications Commission has also passed new rules similar to the PSC's rules.

I have enclosed information to help you avoid slamming in the future, including a form that you may send to the Florida Department of Agriculture and Consumer Services to place your residential telephone number on a "No Sales Solicitation Calls" list. This is an alternative way to reduce intrusion into residential telephone privacy.

You may also call your local telephone company and request a "PC (preferred/carrier) Freeze." This will prohibit future changes to your account without your written authorization. If you wish to verify the long distance company that is assigned to your line, you may call your local telephone company, or call toll-free 1-700-555-4141 or 1-700-555-1111 at any time. (Please note that these numbers may not identify companies who resell the phone services of other long distance companies.)

Thank you for this opportunity to address your concerns. If you have any questions or need further assistance, please contact me toll free at 1-800-342-3552, by fax toll free at 1-800-511-0809, or by e-mail at nsantiag@psc.state.fl.us.

Sincerely,



Noelia J. Santiago  
Regulatory Specialist II  
Division of Consumer Affairs

NJS:ewe

EXHIBIT



WebNet Communications, Inc.

January 4, 2001

**VIA FIRST CLASS MAIL**

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Gerald Gunter Building  
Tallahassee, FL 32399-0850

**Re: Jack Pfister**  
**305-758-6152**

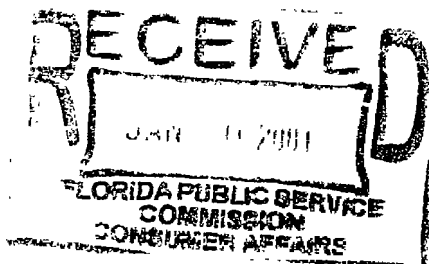
345074

Dear Sir or Madam:

WebNet Communications, Inc. ("WNC") presents this response to a consumer complaint which was filed with your office by Jack Pfister ("complainant"). The complaint alleges that WNC switched complainant's telecommunications service provider without authorization.

WNC procedures for changing a consumer's preferred carrier ("PC") comport with the Federal Communications Commission ("FCC") and state rules concerning the appropriate methods of obtaining a consumer's PC change authorization: 1) a signed letter of agency ("LOA"); and/or 2) a taped verification made by a third party verification company of a consumer's request for service. In this instance, a *bona fide* request for WNC service was confirmed by a third party verification company. WNC records indicate that complainant's service was switched in conformance with company policy.

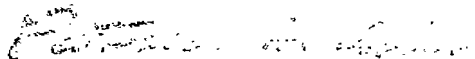
WNC regrets the circumstances surrounding this complaint and in the interest of consumer relations, WNC has issued complainant a refund check in the disputed amount of \$7.62. A copy of the refund check is attached for your review. WNC's records also indicate that service was terminated on November 10, 2000. WNC hopes that the complainant is satisfied with the resolution of the above referenced complaint.





An extra copy of this filing is enclosed. Please date stamp the extra copy and return it to the undersigned in the enclosed self addressed posted envelope. If you have any questions concerning this matter, please contact the undersigned at the above address.

Respectfully submitted,



Patrick H. Allen

Page 2 of 2

Enclosures

cc: Jack Pfister  
114 nw 106 Th St.  
Miami, FL 33150

WEBNET COMMUNICATIONS, INC.  
3248 PROSPECT AVENUE, NW  
WASHINGTON, DC 20007

FIDELITY NATIONAL BANK  
ATLANTA, GA  
64-240/611

4043

12/18/2000

ORIGINAL

PAY TO THE ORDER OF Jack Pfister

\$ \*\*7.62

Seven and 62/100\*\*\*\*\*

Jack Pfister

DOLLARS  
Security features  
included  
Details on back.

MEMO 305-758-6152

*[Signature]*

MP

119.07(1)(z), Florida Statutes: Bank account numbers  
or debit, charge, or credit card numbers given to an  
agency for the purpose of payment of any fee or debt  
owing are confidential and exempt from subsection (1)  
and s.24(a), Art. 1 of the State Constitution . . .

WEBNET COMMUNICATIONS, INC.  
Jack Pfister  
Refunds

12/18/2000

4043

7.62

Checking - Fidelity 305-758-6152

7.62

Request No. 321993T

Name WILLIAMS ,DONNA MS.

Business Name

<b>Consumer Information</b>  Name: DONNA M WILLIAMS  Business Name:  Svc Address: 8971 NW 67TH COURT   County: Broward Phone: (954)-726-9918  City/Zip: Fort Lauderdale / 33313-  Account Number:  Caller's Name: DONNA M WILLIAMS  Mailing Address: 8971 NW 67TH COURT   City/Zip: FORT LAUDERDALE ,FL 33313-  Can Be Reached: (800)-937-7071 5515  E-Tracking Number:	<b>Florida Public Service</b> <b>Commission - Consumer Request</b> <b>2540 Shumard Oak Boulevard</b> <b>Tallahassee, Florida 32399</b> <b>850-413-6100</b>	<b>PSC Information</b>  Assigned To: RAY KENNEDY Entered By: RKENNEDY Date: 06/23/2000 Time: 13:22  Via: PHONE Prelim Type: SLAMMING  PO:  Disputed Amt: 0.00  Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /  Closed by: REK Date: 08/10/2000 Closeout Type: LS-13 Apparent Rule Violation: Y
<b>Utility Information</b> Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Patrick Allen321993T Response Needed From Company? Y Date Due: 07/17/2000 Fax: 9W1,877-550-3004 B  Interim Report Received: / / Reply Received: 07/11/2000 Reply Received Timely/Late: T Informal Conf.: N		

5/22/00: Initial correspondence received from consumer complaining that her daughter, age 15, had lied about her age and change local toll and toll carrier on the residential phone service. The customer stated that the company has a tape verification of the authorization of the carrier switch. The consumer believes that the company was only able to convince her daughter to lie because of the possibility that she might win \$100. I tried to make contact with the customer off and on for several weeks. The customer had moved and the phone was disconnected.

6/20/00: The customer faxed more bills with high costs for local toll.

6/23/00: I prepared a letter to the company asking it to prove that all requirements of Rule 25-4.118 had been met. I advised the company if the requirements had not been met, then the customer would be due a refund.

Request No. 321993T

Name WILLIAMS ,DONNA MS.

Business Name

7/11/00: Received company's response that claimed the sale was valid. The TPV did not meet all the requirements of Rule 25-4.118. I tried contacting Patrick Allen. The person answering the number I called from MCD did not seem to know who he was. I never received a call back.

7/31/00: Company provided a second response stating that it is issuing an additional refund of \$340.19. A check was sent to the customer. The credit of \$468.16 offered in the 7/11/00 letter has never been received by the customer. I sent copy of letters to BellSouth asking them to credit the account.

EXHIBIT NO. MW-3

DOCKET NO. 001109-TI

WITNESS: Melinda Watts

PARTY: Florida Public Service Commission

DESCRIPTION: Apparent Violations of Specific  
Elements of Rule 25-4.118, F.A.C., by Complaint  
No.

PROFFERING PARTY: STAFF

I.D.#MW-3

Complaint	(2)(b)2.	(2)(c)1	(3)(a)1.			(3)(a)2.		(3)(a)3.	(3)(a)4.		(3)(a)5.	(6)	(9)				(10)	(11)	(12)			LEGEND
			I	II	III	I	II		I	II			I	II	III	IV			I	II	III	
315508												X										(2)(b)2. - Verification data
316051												X						X				(2)(c)1. - Consent to record
316385												X							X			(3)(a)1.
316789					X			X	X	X	X			X	X		X					I - Billing name
317942	X				X			X	X	X	X											II - Address
318942												X										III - Each phone number to be changed
319163					X			X	X	X	X											(3)(a)2. - Statement clearly identifying:
319162	X				X			X	X	X	X				X		X					I - Certificated name
320172	X	X			X			X	X	X	X				X		X			X		II - Service the customer wishes to subscribe to
320198	X		X		X		X	X	X	X	X		X	X	X		X					(3)(a)3. - Statement that the person requesting the change is authorized
320219					X			X	X	X	X					X	X					(3)(a)4. - Statement that:
320358	X				X		X	X	X	X	X									X		I - Change request will apply only to the number given
320534					X			X	X	X	X											II - There must only be one presubscribed local, local toll, and toll provider
320775					X		X	X	X	X	X											(3)(a)5. - LEC may charge a fee for each provider change
320809					X			X	X	X	X											(4) - Must not be misleading or deceptive. It is readily apparent to person:
321006	X				X			X	X	X	X											I - That the purpose is to authorize a provider change
321817					X		X	X	X	X	X											II - Who the provider is
322032					X		X	X	X	X	X			X			X			X		III - That the selection would apply only to the number given
322172	X		X	X	X		X	X	X	X	X								X			IV - That there could only be one provider for that number
322213												X			X							V - That the LEC might charge a fee to switch service providers
322524	X				X			X	X	X	X											(6) - TPV maintained for one year
322806												X										(9) - Provide the following disclosures when soliciting:
322876	X				X			X	X	X	X											I - Identification of the company
323219					X		X	X	X	X	X											II - Purpose of the call is to solicit a change of provider of the customer
323448				X	X			X	X	X	X		X									III - The provider shall not be changed unless the customer authorizes it
325013	X				X			X	X	X	X			X								IV - All info in Rule 25-24.490(3) (rates)
325014					X		X	X	X	X	X				X					X		(10) - During telemarketing and verification, no misleading or deceptive references shall be made.
325195	X				X		X	X	X	X	X											(11) - Provide customer copy of TPV within 15 days of request
325857					X			X	X	X	X		X		X	X	X					(12)
326241	X				X			X	X	X	X											I - Toll-free number for slamming complaints
327521					X		X	X	X	X	X				X		X			X		II - On first bill
329508				X	X	X		X	X	X	X											III - Answer it promptly
330280					X		X	X	X	X	X				X					X	X	

[illegible]