

REQUEST TO ESTABLISH DOCKET

Date 03-05-91

- 1. Division Name/Staff Name Division of Consumer Affairs/Brown
- 2. OPR Division of Legal Services
- 3. OCR Division of Consumer Affairs
- 4. Suggested Docket Title Initiation of Show Cause Proceedings against Integretel Inc. for violation of FPSC Rules 25-4.111(1) and 25-4.043 Regarding Responses to Consumer Complaints

5. Suggested Docket Mailing List (attach separate sheet if necessary)

A. Parties (Provide names of regulated companies; provide names and addresses of nonregulated companies)

Integretel Inc. _____

B. Interested Persons/Companies (Provide names and complete mailing addresses)

C. This is a generic proceeding and the Interested Persons mailing list should be expanded to include the industries checked below:

- | | |
|---|--|
| <input type="checkbox"/> Investor-Owned Electrics | <input type="checkbox"/> Water Utilities |
| <input type="checkbox"/> Electric Cooperatives | <input type="checkbox"/> Local Exchange Telephone Cos. |
| <input type="checkbox"/> Municipal Electrics | <input type="checkbox"/> Interexchange Telephone Cos. |
| <input type="checkbox"/> Gas Utilities | <input type="checkbox"/> Coin-Operated Telephone Cos. |
| <input type="checkbox"/> Sewer Utilities | <input type="checkbox"/> Shared Tenant Telephone Cos. |

6. Check One:

- Documentation attached.
- Documentation will be provided with recommendation.

DOCUMENT NUMBER-DATE
 02193 MAR -5 1991
 FPSC-RECORDS/REPORTING

VIA
CERTIFIED MAIL

February 20, 1991

Jim Hudson
Integretel, Inc.
17 W. 220 22nd St., Suite 220
Oakbrook, IL 60181

Dear Mr. Hudson:

Attached are copies of eight customer complaints filed with your office in August, September, October and December of 1990, and in January, 1991. Numerous follow-up calls and letters have been made by Commission staff in an effort to get Integretel's response to these complaints.

Florida Public Service commission rules require that companies respond to PSC staff inquiries within 15 days.

If we do not receive Integretel's written response to each complaint by March 1, 1991, I will recommend that the commission initiate formal proceedings for Telesphere Network to show cause why it should not be fined for violation of PSC Rule 25-411(1).

Sincerely,

George B. Hanna, Director
Division of Consumer Affairs

GBH:kt

Enclosed Files:

L. Frank
G. Griswold
J. Fedale
W. Caudill
J. Yantus
L. Hall
E. Roberts
B. Fagen

Name FRANK, LARRY

Address C/O BARBOUR (NEW ADDRESS)

9449 SUN ISLE DRIVE, NE

City/Zip ST. PETERSBURG 33702 County MON

Account Number _____

Has consumer contacted company? Yes No _____ Who _____

1. Nature of Request 2. Report of Action

PLEASE INVESTIGATE THE PROBLEM IN THE ATTACHED CORRESPONDENCE AND PROVIDE ME WITH A DETAILED REPORT REGARDING THE DELAYED BILLING BY THE DATE SHOWN AT YOUR LOWER RIGHT.

Letter from co. acknowledging receipt of complaint and info. stating normal response time is 30 days.

Letter to co. giving information regarding due date of reports.

Inquiry sent to Southern Bell on January 17, 39131I

Letter to company requesting a detailed response on or before January 24.

January 15 letter to Mr. Frank was returned--remailed to new address on February 4

Letter to company requesting a response by February 8

2. See Report from Southern Bell adjusting the calls; however, no report from Integretel. 3. Closed by letter

Company INTEGRETEL

Attn. MARY GUTIERREZ

Consumer's Telephone (305)-872-3237

Can Be Reached (305)-872-3237

Request No. 30301P

By SAS Time 3:48 PM Date 10/18/90

To CO Time fax Date 10/19/90

Complaint Type 1b-10

Justification Y

Closed By SAS Date 02/20/91

Reply received L

CONSUMER REQUEST

**FLORIDA
PUBLIC
SERVICE
COMMISSION**



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:**

Shirley Stokes

By 11/05/90

February 20, 1991

Mr. Larry Frank
c/o Barbour
9449 Sun Isle Drive, Northeast
St. Petersburg, FL 33702

Dear Mr. Frank:

Your complaint against Integretel and Southern Bell regarding the billing of your account has been reviewed.

You were concerned about the delayed billing of calls by Integretel, Inc., and you objected to Southern Bell being the collection agency for the calls.

Southern Bell told me that your account was adjusted \$233.74 for the Integretel calls billed on your August 11 bill. I understand that when the adjustment is applied on your account the outstanding balance of \$222 will be cleared, and you will receive a refund for the credit of \$11.74

Regarding your concern about Southern Bell collecting for payment, the local company has the authority to disconnect the service for nonpayment of the calls as long as the local company provides billing service for the long distance company.

Since the long distance service has been deregulated--except AT&T, each company must apply for certification for calls originating and terminating in Florida before the service is implemented. However, each company must file a tariff with the Commission regarding the rates and service; but the Commission sets standard rules and regulations regarding the long distance service.

Mr. Larry Frank
Page 2
February 20, 1991

The Commission requires AOS companies to identify their company at the beginning and ending of each call; provide rate information upon request; post notices identifying their company at or near the phones they serve; provide access to all locally available long distance carriers; and allow access to the local exchange company's operator.

However, AOS companies are not permitted to charge more than the AT&T rate plus applicable operator charges in most circumstances. The exception is that rates for calls placed from privately owned pay telephones may be billed at the AT&T daytime rate plus \$1 and applicable operator charges.

Thank you for bringing the problem to my attention. Should you have any questions or need further assistance, please let me know.

Sincerely,

Shirley A. Stokes
Consumer Affairs Analyst
Division of Consumer Affairs

SAS



Southern Bell

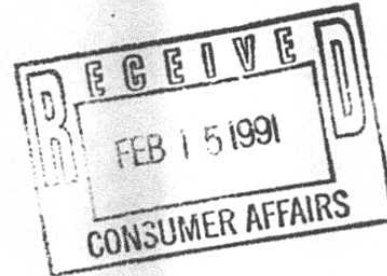
Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

February 14, 1991

MEMORANDUM TO: Shirley Stokes

FROM: Pat Shields

RE: Larry Frank
P. O. Box 634
Big Pine Key, Fl
305-872-3237



CASE NO. INQUIRY 39131 - I

This is in final reference to an interim report dated February 11, 1991.

On February 14, Mr. Garcia spoke with the customer and explained the August 11, 1990, bill. Mr. Garcia advised there was no claim pending, but agreed to issue an adjustment for \$233.74. The adjustment is for the Integretel long distance calls billed on the August bill. Mr. Garcia advised that when the adjustment is processed, the current outstanding balance of \$222.00 will be cleared and a credit of \$11.74 would be refunded.

The customer is satisfied.

State of Florida



Commissioners:
MICHAEL MCK. WILSON, CHAIRMAN
THOMAS M. BEARD
BETTY EASLEY
GERALD L. (JERRY) GUNTER
JOHN T. HERNDON

DIVISION OF CONSUMER AFFAIRS
GEORGE B. HANNA, DIRECTOR
TOLL FREE 1-800-342-3552
(904) 488-7238

Public Service Commission

February 6, 1991

Mr. Jim Hudson
Integretel, Inc.
17 West 220 22nd Street
Suite 220
Oakbrook, IL 60181

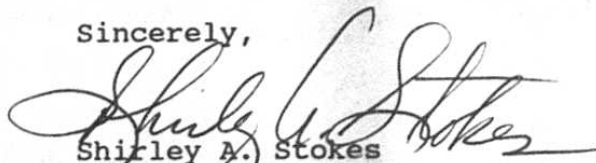
Dear Mr. Hudson:

I sent you a letter on January 17 requesting a response to the complaint filed by Mr. Frank Larry. A copy of the file was attached for your review.

The complaint was sent to your company on October 19, 1990, and I still have not received a response. Additionally, two other complaints were filed by Mr. Joseph V. Fedale and Ms. Gail Griswold, and the reports were due on November 6, 1990 and January 25, 1991, respectively.

I've enclosed copies of the three files, and the reports regarding the company's corrective action should be faxed to me at 904/487-0509 no later than Friday, February 8, 1991. If not, the files will be referred to our Division of Communications for further action.

Sincerely,


Shirley A. Stokes
Consumer Affairs Analyst
Division of Consumer Affairs

SAS

State of Florida

Public Service Commission

Fletcher Building, 101 East Gaines Street
Tallahassee, Florida 32399-0850

RETURN ADDRESS REQUESTED

Mr. Larry Frank

P. O. Box 634

Gig Pine



FRANKXBARBOUR
RETURN TO SENDER
FRANKXBARBOUR
5449 SUN ISLE DR NE
SAINT PETERSBURG FL 33702-2633
RETURN TO SENDER

STATE OF FLORIDA



FLORIDA PUBLIC SERVICE COMMISSION
101 EAST GAINES STREET
TALLAHASSEE, FL 32399-0864

FACSIMILE TRANSMITTAL COVER SHEET

DATE: 01-17-91 TIME SUBMITTED: 4:05 .m. PRIORITY TO TRANSMIT:
 NOT TO EXCEED 2 HOURS
 NOT TO EXCEED 30 MIN.

TO: Jim Hudson
OFFICE/BUSINESS: Integretel, Inc.
FACSIMILE SPEED NO.: if available, OR FAC. NO.: (708) 530-4116
TELEPHONE NO.: (708) 530-3350

FROM: Shirley Stokes
OFFICE/DIVISION: Consumer Affairs
FACSIMILE NO.: (904) 487-0509 TELEPHONE NO.: (904) 488-7238

RE: Larry Frank, 30301P
COMMENTS: PLEASE SEE ATTACHED FILE REQUESTING A RESPONSE BY
JANUARY 24, 1991

NUMBER OF PAGES INCLUDING THIS COVER SHEET: 10

IF PROBLEMS ARE EXPERIENCED WITH THIS TRANSMISSION, PLEASE CALL:
ALONZO AT: SUNCOM 278-4733 OR (904) 488-4733 .

State of Florida



Commissioners:
MICHAEL McK. WILSON, CHAIRMAN
THOMAS M. BEARD
BETTY EASLEY
GERALD L. (JERRY) GUNTER
JOHN T. HERNDON

DIVISION OF CONSUMER AFFAIRS
GEORGE B. HANNA, DIRECTOR
TOLL FREE 1-800-342-3552
(904) 488-7236

Public Service Commission

January 17, 1991

Mr. Jim Hudson
Integretel, Inc.
17 West 220 - 22 Street
Suite 200
Oakbrook, IL 60181


Dear Mr. Hudson:

This is a follow-up to my November 2 letter to Mr. James Wollbrinck's October 22 acknowledging receipt of the complaint. A copy of the file is attached for your review.

In my November 2 letter, I explained the rules regarding the due date for reports. I also asked that the company keeps me informed with interim reports if the final report couldn't be provided by the due date (November 5, 1990) on the complaint form. **Since that time, I haven't received any reports.**

Please provide me with a detailed report by January 24. Should you have any questions, please let me know.

Sincerely,


Shirley A. Stokes
Consumer Affairs Analyst
Division of Consumer Affairs

SAS

January 15, 1991

Mr. Larry Frank
P. O. Box 634
Gig Pine Key, FL 33043

Dear Mr. Frank:

Thank you for your December 31 letter regarding your complaint against Integretel.

I'm still in the processing of investigating the complaint. As soon as the investigation is completed, I will get back in touch with you.

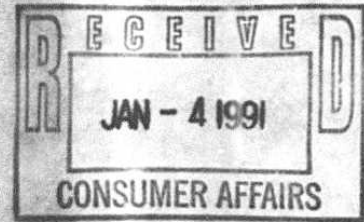
Sincerely,

Shirley A. Stokes
Consumer Affairs Analyst
Division of Consumer Affairs

SAS:sah

30301P

December 31, 1990



Ms. Shirley Stokes
Consumer Affairs Analyst
Div. of Consumer Affairs
Florida Public Service Commission
Fletcher Bldg., 101 E. Gaines St.
Tallahassee, FL 32399-0865

Re: Your Letter 10-18-90 with regard to:
Larry Frank, Acct. 305-872-3237
Further referencing:
Integretel, San Jose, CA acknow't
of informal complaint as reported by
you to Integretel (their ltr. 10-22-90)

Dear Ms. Stokes:

Has there been any further development in the investigation in the letter referenced? Attached is a copy of my letter to Southern Bell dated 12-31-90.

Very truly yours,

A handwritten signature in cursive script, appearing to read "Larry and Wilma Frank". The signature is written in dark ink and is positioned above the typed name.

Larry and Wilma Frank
c/o Barbour (note: new address)
9449 Sun Isle Dr. NE
St. Petersburg, FL 33702

cc: Integretel, attention: Mr. James L. Wollbrinck,
Director/Customer Service

December 31, 1990

Southern Bell
P.O. Box 02-4000
Miami, FL 33110-0001

Re: Acct. #305-872-3237
Bill of 12-12-90
Your Credit of \$11.74
applied to the controversial
Integretel Charge of \$233.74
with balance showing \$222.00

Gentlemen:

- #1--your credit of \$11.74 is incorrectly deducted from the controversial Integretel charge;
- #2--you have never responded to my letters of 9-4-90, 10-3-90 & 10-29-90 & 11-28-90 with my serious questioning of the legitimacy of the Integretel charges and the collection for them.
- #3--my letter to FL PSC and their reply of 10-18 advising they were investigating w/Integretel was noted in my letters to you 10-29 and 11-28 and this whole matter needs correction.

I will write FL PSC again with copy to Integretel and I suppose if no answer is forthcoming, it will require questioning to the Federal level.

Very truly yours,

Wilma and Larry Frank
c/o Barbour
9449 Sun Isle Dr. N.E.
St. Petersburg, FL 33702

cc:FL PSC ✓

November 2, 1990

Mr. James L. Wollbrinck
Director, Customer Service
Integretel
3031 Tiscy Way, Suite 2
Plaza West
San Jose, CA 95128

Dear Mr. Wollbrinck:

Thank you for your letters acknowledging receipt of complaints filed by Mr. Joseph V. Fedale, Big Lake Wholesale (Mr. Michael Mikousky), and Mr. Larry Frank.

The Public Service Commission requires that reports to complaints be received within 15 days--by the due date on the complaint form. If the final report cannot be presented by the due date, an interim report--other than a letter acknowledging the receipt of the Commission's complaint--should be sent explaining the company's investigation and giving a **specific date** as to when the final report will be available. The final report should be made available soon.

Your assistance would be appreciated. Should you have any questions, please let me know.

Sincerely,

Shirley A. Stokes
Consumer Affairs Analyst
Division of Consumer Affairs

SAS



INTEGRETEL

3031 Tisch Way
Suite 2, Plaza West
San Jose, CA 95128

October 22, 1990

Shirley Stokes

Florida (R50)

101 W Gaines Street

Jalapa Harsee, FL 32399

RE: Harry Frank
30301P

(305-872-3237)

This letter acknowledges the receipt of the informal complaint as reported above. As directed, IntegreTel will investigate the complaint and present the results when concluded. Normal investigation takes 30 days. However, difficult or intricate matters may take longer to acquire a resolution. IntegreTel will keep you apprised of the situation as it becomes known.

Sincerely,

J. L. Wollbrinck

Mr. James L. Wollbrinck
Director/Customer Service

JLW:mg

cc: Harry Frank

State of Florida



Commissioners:
MICHAEL McK. WILSON, CHAIRMAN
THOMAS M. BEARD
BETTY EASLEY
GERALD L. (JERRY) GUNTER
JOHN T. HERNDON

DIVISION OF CONSUMER AFFAIRS
GEORGE B. HANNA, DIRECTOR
TOLL FREE 1-800-342-3552
(904) 488-7238

Public Service Commission

October 18, 1990

Mr. Larry Frank
P.O. Box 634
Big Pine Key, Florida 33043

Dear Mr. Frank:

Thank you for your recent letter concerning Integretel.

We will look into the matter you outlined and get back in touch with you at the conclusion of our investigation.

Sincerely,

Shirley Stokes
Consumer Affairs Analyst
Division of Consumer Affairs

October 11, 1990

Florida Public Service Commission
Division of Consumer Affairs
101 East Gaines Street
Tallahassee, FL 32301-8153



30301P
16-10

Gentlemen:

I understand you are the regulatory commission to appeal to if there is a problem with Southern Bell.

I have enclosed copies of my letters to them dated September 4th and October 3rd, 1990, to which I've had no response. Instead I received an interruption of service notice when they apparently had not yet received my October 3rd check on the 6th. I've attached copy of that also.

My real beef is with this Integretel outfit whose year-old billings suddenly pop up. This is the first I have seen of these charges (those billings are attached to my letters to Southern Bell complaining of not only belated charges, and seriously belated ones, but also the type of service rendered by Integretel as well as their inflated billings, and the fact that Southern Bell is now collection agent for the outfit yet!).

My questions are:

- 1) Should such belated billings be allowed?
- 2) Should such questionable practices as indulged by Integretel be condoned?
- 3) And, why should Southern Bell be acting as a collection agent?
- 4) And, is Southern Bell not quite out of order to start threatening interruption of service on the 6th because they had not yet received my check evidently when it is noted on their billing that a late charge is not made until Oct. 12; are they not simply seeking retribution for my having the audacity(?) to complain?
- 5) And why should we not complain out here, us consumers?

It has been said it is not possible to get any reasonable satisfaction dealing with a phone company. They are noted for their autocratic practices. Does a regulatory commission simply go along with that? Or is that in the realm of politics determined somewhere else?

You can see there is quite a bit of anger here. I'm willing to pay a portion of that Integretel thing if year-old billings are permitted. But I am not willing to accept threats and intimidation.

Hopefully I will hear from you.

Sincerely,

Wilma Frank
P.O. Box 634
Big Pine Key, FL 33043 phone:305-872-3237

Enclosures as noted in the letter

September 4, 1990

Southern Bell
P.O. Box 02-4000
Miami, FL 33110-0001

cc: AT&T Billing

Re: Attached 305-872-3237
billing to Larry Frank
PO Box 634, Big Pine Key,
FL 33043-0634

Gentlemen:

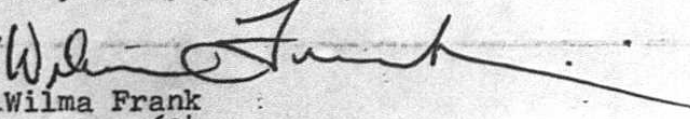
WHY are you people sending billing that is one year old for an outfit that is obviously crooked to the point of being a candidate for RICO prosecution? The billings on the Integretel you have enclosed (and I am attaching a Xerox of it) are at least triple ratings and obviously other distortions such as billing other peoples' bills and inflating times are apparent.

If you are aiding and abetting the organization by collecting for them, you are assisting a racketeering type organization. Plus, year-old-billings yet???

I can see no way to pay such a distorted item. I have deducted their bill of \$233.74 from the amount you show as total of \$401.80, and am sending a check for the difference in amount of \$168.06.

Kindly take a look at their garbage and send it back to them with a copy of this letter. They are definitely in a RICO operation.

Very truly yours,


Wilma Frank
P.O. Box 634
Big Pine Key, FL 33043

Attachments:

check
your invoice marked to correct billing
Xerox of the Integretel garbage

** INTEGRTEL, INC. **

Account Number: 305-872-3237 540 0441
Bill Date: Aug 11, 1990
Page 8

BILLED ON BEHALF OF INTEGRTEL

Operator Assisted Calls

	Date	Place Called	Number Called	*Rate	Time	Min.	AMOUNT	TOTAL
1.	OCT 11	FR MARIANNA	FL 904 482-6103	KDSM	1035AM	18	6.52	
2.	OCT 11	FR MARIANNA	FL 904 482-6103	KDSM	334PM	9	3.82	
3.	OCT 19	FR MARIANNA	FL 904 482-6103	KDSM	856AM	14	6.60	
4.	OCT 19	FR MARIANNA	FL 904 482-6103	KDSM	932AM	3	2.31	
5.	OCT 20	FR MARIANNA	FL 904 482-6103	KNSM	1135AM	8	4.26	
6.	OCT 24	FR MARIANNA	FL 904 482-6103	KESM	708PM	10	5.04	
7.	OCT 28	FR MARIANNA	FL 904 482-6103	KNSM	633PM	7	3.87	not possible
8.	OCT 30	FR MARIANNA	FL 904 482-6103	KESM	635PM	10	5.04	
9.	NOV 2	FR MARIANNA	FL 904 482-6103	KESM	506PM	9	4.65	
10.	NOV 3	FR MARIANNA	FL 904 482-6103	KNSM	833AM	8	4.26	
11.	NOV 3	FR MARIANNA	FL 904 482-6103	KNSM	933AM	3	2.31	
12.	NOV 4	FR MARIANNA	FL 904 482-6103	KNSM	200PM	7	3.87	
13.	NOV 6	FR MARIANNA	FL 904 482-6103	KDSM	231PM	10	5.04	not possible
14.	NOV 6	FR MARIANNA	FL 904 482-6103	KDSM	249PM	17	7.77	
15.	NOV 10	FR MARIANNA	FL 904 482-6103	KNSM	808AM	11	5.43	
16.	NOV 10	FR MARIANNA	FL 904 482-6103	KNSM	754PM	11	5.43	
17.	NOV 11	FR MARIANNA	FL 904 482-6103	KNSM	943AM	4	2.70	
18.	NOV 11	FR MARIANNA	FL 904 482-6103	KNSM	1218PM	2	1.92	
19.	NOV 1	FR MARIANNA	FL 904 482-6103	KNSM	259PM	9	4.65	
20.	NOV 12	FR MARIANNA	FL 904 482-6103	KNSM	443PM	2	1.92	
21.	NOV 13	FR MARIANNA	FL 904 482-6103	KDSM	1028AM	9	4.65	
22.	NOV 13	FR MARIANNA	FL 904 482-6103	KDSM	1048AM	5	3.09	
23.	NOV 14	FR MARIANNA	FL 904 482-6103	KESM	613PM	2	1.92	
24.	NOV 15	FR MARIANNA	FL 904 482-6103	KESM	615PM	2	1.92	
25.	NOV 16	FR MARIANNA	FL 904 482-6103	KDSM	938AM	2	1.92	
26.	NOV 16	FR MARIANNA	FL 904 482-6103	KDSM	1036AM	2	1.92	
27.	NOV 16	FR MARIANNA	FL 904 482-6103	KDSM	1041AM	2	1.92	
28.	NOV 18	FR MARIANNA	FL 904 482-6103	KNSM	516PM	4	2.70	
29.	NOV 19	FR MARIANNA	FL 904 482-6103	KESM	744PM	17	7.77	

*Rate Applied - See Back of Page

CP 009390

(continued) ▶

October 3, 1990

Southern Bell
P.O.Box 02-4000
Miami, FL 33110-0001

copy to Integretel

Re: Attached billing date 9-11-90
My check in amount \$190.87
Previous correspondence (opies)

Consumer: Larry Frank, 305-872-3237

Gentlemen:

I am calling your attention to the item of total due \$424.61, and noting the fact I have enclosed check for current billing only, amount \$190.87.

Also attached as you note is copy of my letter of September 4th. I did not, and do not, recognize the year-old billing marked "billed on behalf of Integretel in amount of \$233.74" as either legitimate or timely.

Having discussed this matter with others who have this problem with Integretel, I'm sure it has been called to your attention before. In view of the Integretel mechanized system (which did not work) wherein they would get the recipient of the collect call on the line and hold them for several minutes and then cut them off without completion of the call, it is obvious their mechanized equipment automatically charged recipients who never received a completion of the collect call and thus exorbitant billings were built up. Also, these people have been guilty of charging several months for the same bills, duplicating charges thusly. Again, I call this a racketeering (RICO) matter and proper persons should be notified of it. At no time should more than 1/3 these billings be considered for payment.

It makes no sense whatever for Southern Bell to be collecting for such a shady outfit. And, particularly, when you have good customers as ourselves who pay timely and have service bills between \$150 and \$200 monthly.

Kindly remove this billing from your bills, and do not cause unnecessary hardship to your customers.

Very truly yours,

Wilma Frank
P. O. Box 634
Big Pine Key, FL 33043

Enclosures

wf



Southern Bell
A BELLSOUTH Company

Account Number: 305-872-3237 540 0441
Bill Date: Sep 11, 1990
Page 1

CURRENT CHARGES DUE BEFORE	PREVIOUS BALANCE	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
Oct 4	\$401.80	\$168.06	\$0.00	\$190.87	\$424.61

10/3/90

Detailed Statement of Charges

CK # 2105

**** Please note: A 1.5% Late Payment Charge will apply to any unpaid balance as of Oct 12. See letter

Monthly Service Charges

1. Late Payment Charge (1.5% of Unpaid Balance)
2. Monthly Service-Sep 11 thru Oct 10
(Itemization of local billing available upon request.)
3. FCC Charge for Interstate Toll Access
4. Maintenance Plan(s)

AMOUNT	TOTAL
3.51	
9.85	
3.50	
1.50	

(continued) ▶

Helpful Numbers

Southern Bell
AT&T
OAN

Billing Questions
780-2355
1-800-222-0300
780-2355

To Place An Order
780-2355

Name GRISWOLD, GAIL

Address 1801 US HIGHWAY, 8B

City/Zip JUPITER 33477 County PLB

Account Number _____

Has consumer contacted company? Yes No Who _____

1. Nature of Request 2. Report of Action

Ms. Griswold says that she tried to reach the company's number 800/736-7500 for the past two weeks, but she reached a recorded message that the office is opened from 8 a.m.-5 p.m. Ms. Griswold filed the complaint on January 4 at 3:59, and I also reached the same information while Ms. Griswold held on the line. She says that she wants to discussed the charge for a collect call from Clearwater, and she wants the problem in reaching the company investigated.

Letter to Company requesting a response by February 8

Company INTEGRETEL

Attn. JIM HUDSON

Consumer's Telephone (407)-747-3790

Can Be Reached (407)-747-3790

Request No. 38145P

By SAS Time 8:24 AM Date 01/09/91

To CO Time fax Date 01/10/91

Complaint Type 1s-46

Justification _____

Closed By _____ Date / /

Reply received _____

CONSUMER REQUEST

**FLORIDA
PUBLIC
SERVICE
COMMISSION**



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:**

Shirley Stokes

By _____ 01/25/91

State of Florida



Commissioners:
MICHAEL MCK. WILSON, CHAIRMAN
THOMAS M. BEARD
BETTY EASLEY
GERALD L. (JERRY) GUNTER
JOHN T. HERNDON

DIVISION OF CONSUMER AFFAIRS
GEORGE B. HANNA, DIRECTOR
TOLL FREE 1-800-342-3552
(904) 488-7238

Public Service Commission

February 6, 1991

Mr. Jim Hudson
Integretel, Inc.
17 West 220 22nd Street
Suite 220
Oakbrook, IL 60181

Dear Mr. Hudson:

I sent you a letter on January 17 requesting a response to the complaint filed by Mr. Frank Larry. A copy of the file was attached for your review.

The complaint was sent to your company on October 19, 1990, and I still have not received a response. Additionally, two other complaints were filed by Mr. Joseph V. Fedale and Ms. Gail Griswold, and the reports were due on November 6, 1990 and January 25, 1991, respectively.

I've enclosed copies of the three files, and the reports regarding the company's corrective action should be faxed to me at 904/487-0509 no later than Friday, February 8, 1991. If not, the files will be referred to our Division of Communications for further action.

Sincerely,

Shirley A. Stokes
Consumer Affairs Analyst
Division of Consumer Affairs

SAS

Name FEDALE, JOSEPH V.

Address 560 MICCOSUKEE ROAD

City/Zip TALLAHASSEE 32303 County LEON

Account Number _____

Has consumer contacted company? Yes _____ No Who _____

1. Nature of Request 2. Report of Action

PLEASE INVESTIGATE THE PROBLEMS MENTIONED IN THE ATTACHED CORRESPONDENCE AND SEND ME A DETAILED REPORT BY THE DATE SHOWN AT YOUR LOWER RIGHT.

For PSC'S INFO--A complaint was also filed against the pay phone company U.S. COMMUNICATIONS--MD, 28739P regarding the no access problem.

Letter from co. acknowledging receipt of complaint and info. stating normal response time is 30 days.

Letter to co. giving information regarding due date of reports.

Letter to company requesting a response by February 8

Company INTEGRETEL

Attn. MARY GUTIERREZ

Consumer's Telephone (813)-227-8896

Can Be Reached (904)-487-2836

Request No. 30482P

By SAS Time 3:50 PM Date 10/19/90

To CO Time fax Date 10/22/90

Complaint Type 1b-02

Justification _____

Closed By _____ Date / /

Reply received _____

CONSUMER REQUEST

**FLORIDA
PUBLIC
SERVICE
COMMISSION**



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:**

Shirley Stokes

By _____ 11/06/90

State of Florida



Copy

Commissioners:
MICHAEL McK. WILSON, CHAIRMAN
THOMAS M. BEARD
BETTY EASLEY
GERALD L. (JERRY) GUNTER
JOHN T. HERNDON

DIVISION OF CONSUMER AFFAIRS
GEORGE B. HANNA, DIRECTOR
TOLL FREE 1-800-342-3552
(904) 488-7238

Public Service Commission

February 6, 1991

Mr. Jim Hudson
Integretel, Inc.
17 West 220 22nd Street
Suite 220
Oakbrook, IL 60181

Dear Mr. Hudson:

I sent you a letter on January 17 requesting a response to the complaint filed by Mr. Frank Larry. A copy of the file was attached for your review.

The complaint was sent to your company on October 19, 1990, and I still have not received a response. Additionally, two other complaints were filed by Mr. Joseph V. Fedale and Ms. Gail Griswold, and the reports were due on November 6, 1990 and January 25, 1991, respectively.

I've enclosed copies of the three files, and the reports regarding the company's corrective action should be faxed to me at 904/487-0509 no later than Friday, February 8, 1991. If not, the files will be referred to our Division of Communications for further action.

Sincerely,

Shirley A. Stokes
Consumer Affairs Analyst
Division of Consumer Affairs

SAS

State of Florida



Commissioners:
MICHAEL McK. WILSON, CHAIRMAN
THOMAS M. BEARD
BETTY EASLEY
GERALD L. (JERRY) GUNTER
JOHN T. HERNDON

DIVISION OF CONSUMER AFFAIRS
GEORGE B. HANNA, DIRECTOR
TOLL FREE 1-800-342-3552
(904) 488-7238

Public Service Commission

November 2, 1990

Mr. James L. Wollbrinck
Director, Customer Service
Integretel
3031 Tiscy Way, Suite 2
Plaza West
San Jose, CA 95128

Dear Mr. Wollbrinck:

Thank you for your letters acknowledging receipt of complaints filed by Mr. Joseph V. Fedale, Big Lake Wholesale (Mr. Michael Mikousky), and Mr. Larry Frank.

The Public Service Commission requires that reports to complaints be received within 15 days--by the due date on the complaint form. If the final report cannot be presented by the due date, an interim report--other than a letter acknowledging the receipt of the Commission's complaint--should be sent explaining the company's investigation and giving a **specific date** as to when the final report will be available. The final report should be made available soon.

Your assistance would be appreciated. Should you have any questions, please let me know.

Sincerely,

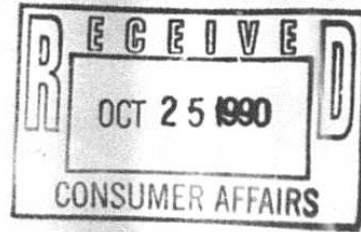
Shirley A. Stokes
Consumer Affairs Analyst
Division of Consumer Affairs

SAS



INTEGRETEL

3031 Tisch Way
Suite 2, Plaza West
San Jose, CA 95128



October 22, 1990

Ms. Shirley Stokes
Florida PSC
101 East Gaines Street
Tallahassee, FL 32399

RE: Joseph V. Fedale 904-222-6494
30482P

This letter acknowledges the receipt of the informal complaint as reported above. As directed, IntegreTel will investigate the complaint and present the results when concluded. Normal investigation takes 30 days. However, difficult or intricate matters may take longer to acquire a resolution. IntegreTel will keep you apprised of the situation as it becomes known.

Sincerely,

J. L. Wollbrinck, mg.

Mr. James L. Wollbrinck
Director/Customer Service

JLW:mg

cc: Joseph V. Fedale

State of Florida



Commissioners:
MICHAEL McK. WILSON, CHAIRMAN
THOMAS M. BEARD
BETTY EASLEY
GERALD L. (JERRY) GUNTER
JOHN T. HERNDON

DIVISION OF CONSUMER AFFAIRS
GEORGE B. HANNA, DIRECTOR
TOLL FREE 1-800-342-3552
(904) 488-7230

Public Service Commission

October 19, 1990

Mr. Joseph V. Fedale
560 Miccosukee Road
Tallahassee, Florida 32303

Dear Mr. Fedale:

Thank you for your recent letter concerning Integretel.

We will look into the matter you outlined and get back in touch with you at the conclusion of our investigation.

Sincerely,

Shirley Stokes
Consumer Affairs Analyst
Division of Consumer Affairs

STATE OF FLORIDA



FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES

DOYLE CONNER, COMMISSIONER

* MAYO BUILDING

TALLAHASSEE 32399-0800

October 18, 1990

30482P
16-02

In Reply Refer To:
90-10-17495/MHS



Public Service Commission
Fletcher Building
101 East Gaines Street
Tallahassee, Florida 32399-0850

Consumer: Mr. Joseph V. Fedale

Business: Integretel, Inc.

Enclosed is a complaint which appears to fall within your jurisdiction as an enforcement agency of Florida's consumer laws.

Would you please review the file and take whatever action you deem appropriate, if any. If you determine that this represents a case for investigation, we would appreciate your informing the consumer, as well as this office.

The complainant is being advised that the State of Florida cannot serve as personal attorney for an individual; therefore, the consumer may wish to consider contacting an attorney for legal advice, or filing a small claims action in county court.

If you have questions regarding this file, please contact me.

Sincerely,

Mary Helen Shelton

Mary Helen Shelton
Senior Consumer Complaint Analyst
Division of Consumer Services
904-488-2221/1-800-342-2176 (Florida Only)

MHS/kki

Enclosure

cc: Mr. Joseph V. Fedale
560 Miccosukee Road
Tallahassee, Florida 32303

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
Doyle Conner, Commissioner

Division of Consumer Services
Consumer Complaint Form

90-10-17495

DIVISION OF
CONSUMER SERVICE

90 OCT 10 AM 11:11

PLEASE TYPE OR PRINT CLEARLY

Date: OCTOBER 08, 1990

(Unreadable complaints will be returned.)

Person Complaining

Business Or Person Complained Against
(Use full, Legal name.)

Miss _____
Mr. FEDALE, JOSEPH V.
(Last Name, First Name, Mid. Initial)

INTEGRETTEL, INC. (LONG DISTANCE
(CENTEL))

Address: 560 MICLOSUKEE RD.

Address: CENTEL TELEPHONE CO.

TALMASSE LEON
(City) (County)
FLORIDA 32303
(State) (ZIP Code)

P.O. BOX 10000
(City) (County)
CHARLOTTESVILLE
VIRGINIA 22910-0001
(State) (ZIP Code)

Telephone: 904/222-6494 904/487-2936
(Area Code/Number)

Telephone: UNK
(Area Code/Number)

Product or service involved: LONG DISTANCE TELEPHONE (COLLECT CALLS)

Date of purchase: SEE ATTACHED BILLING Cost of product or service: 55.64

Did you sign any papers? NO When? — Where? —
Attach copies of any letters written to or received from the business. Also, attach
copies of contracts, cancelled checks and other proofs of purchase. PLEASE DO NOT SEND
ORIGINALS.

Are you presently represented by a lawyer? NO If so, you should rely on the advice
of your lawyer. Have you filed suit in any court? NO

IF YOUR COMPLAINT INVOLVES THE PURCHASE OF A NEW CAR OR TRUCK, PLEASE SUPPLY THE
FOLLOWING INFORMATION: N/A

Vehicle Year _____	Make _____	Model _____	Date Purchased _____
Purchased: New _____	Demo _____	Leased _____	Current Mileage _____
Vehicle Use: Personal _____	Commercial _____		
How many times has the vehicle been in for repairs for the same problem? _____			
How many days has the vehicle been out of service for repairs? _____			

Explain your complaint fully, giving events in the order in which they happened.
(Use additional sheets if necessary.) REMEMBER TO PRINT CLEARLY OR TYPE.

ATTACHED STATEMENT.

If your complaint is about a product or service which was advertised, attach a copy of the advertisement.

What would satisfy your complaint? TO PAY THE EQUIVALENT ATT CHARGES FOR EACH OF THE CALLS CITED ON THE ATTACHED BILLING (INTEGNETEL INC).

Are you over 18 years of age? yes no Over 65? yes no

"I do do not authorize you to send a copy of my complaint to the business I am complaining about, or any other government agency deemed necessary for purposes of mediation, investigation, or enforcement."

If your complaint is referred to another agency it might become public record and released to individuals over whom the Division of Consumer Services has no control.

(If permission is denied your complaint will be filed for information only.)

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. 775.084, Florida Statutes.

I understand that your office does not give legal advice to any individual. I also understand that your office cannot take legal action for me. I am filing this complaint to notify your office of the activities of this business/individual and to seek any assistance you may be able to render.

RETURN COMPLETED COMPLAINT FORM TO:

Florida Department of Agriculture
and Consumer Services
Division of Consumer Services
The Mayo Building
Tallahassee, Florida 32399-0800
904-488-2221/1-800-342-2176 (Florida only)

Joseph Zedler
(Signature)
Sworn to and subscribed before me this

8th day of October, 1990

Robert A. Hancock
Notary Public, State of Florida
(Notary Public)
My Commission Expires April 13, 1993
Bonded Thru Troy Fain - Insurance Inc.

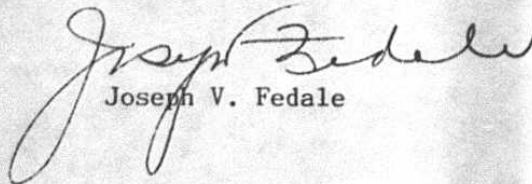
October 08, 1990
Tallahassee, Florida

To Whom It May Concern:

My Centel phone bill (billing date 09/25/90) showed charges for total service by Integretel, Inc. in the amount of \$54.02 for seven collect calls made from a coin operated phone (813/227-8896) in Tampa, Florida (copy of billing is attached). These calls were made to me by my daughter (Tracy Fedale). She first attempted to use an ATT calling card access number. After placing the call she did not hear "ATT" after dialing. She then hung up and dialed the "10 + ATT + 0" access number as so instructed by directions on the ATT calling card. Each time she did this, the telephone operator told her that the "10 + ATT + 0" access number was an "invalid number" (I question the validity of this action). My daughter then, as in each of the cases cited on the attached billing, replaced the call by calling collect.

When I saw the cost of each of these collect calls, I was stunned. I therefore am requesting that the proper state governmental agency be informed of the above complaint to include the validity of the Tampa operator denying access of the "10 + ATT + 0" access number that blocked by daughter's attempts to use a valid ATT calling card. I also request that the validity of the cost of each of these collect calls be verified as being valid.

Sincerely,



Joseph V. Fedale

CENTEL

CENTRAL TELEPHONE COMPANY
FLORIDA

SECTION 4 OF 4 PAGE 1 OF 1
BILLING DATE SEP 25, 1990
ACCOUNT NUMBER 06000036440
TELEPHONE NUMBER 904 222-6494

SUMMARY OF SERVICE FOR INTEGRETEL, INC.

	AMOUNT
LONG DISTANCE SERVICE FOR INTEGRETEL, INC.	54.02
TAX: U.S. 1.62	1.62
TOTAL SERVICE FOR INTEGRETEL, INC.	55.64

LONG DISTANCE DETAIL FOR INTEGRETEL, INC.

ITEM	DATE	TIME	MIN	TYPE	PLACE	AREA-NUMBER	AMOUNT
				BILLED TO 222-6494			
1	AUG 01	723P	6	COE	TALLAHASSE FL	904 222-6494	
2	AUG 04	737P	6	FROM	TAMPA FL	813 227-8896	8.14
				COE	TALLAHASSE FL	904 222-6494	
3	AUG 25	818P	10	FROM	TAMPA FL	813 227-8896	6.33
				COE	TALLAHASSE FL	904 222-6494	
4	AUG 26	704P	1	FROM	TAMPA FL	813 227-8896	9.66
				COE	TALLAHASSE FL	904 222-6494	
5	AUG 26	736P	8	FROM	TAMPA FL	813 227-8896	6.29
				COE	TALLAHASSE FL	904 222-6494	
6	AUG 28	811P	1	FROM	TAMPA FL	813 227-8896	11.02
				COE	TALLAHASSE FL	904 222-6494	
7	AUG 28	812P	1	FROM	TAMPA FL	813 227-8896	6.29
				COE	TALLAHASSE FL	904 222-6494	
				FROM	TAMPA FL	813 227-8896	6.29

TOTAL ITEMIZED CALLS FOR INTEGRETEL, INC. 54.02

TYPE: B-CALLING CARD A-DIRECT DIAL D-DAY
 C-COLLECT O-OPERATOR E-EVENING
 T-THIRD NUMBER P-PERSON TO PERSON N-NIGHT/WEEKEND
 S-SPECIAL COLLECT M-MULTIPLE

*call me -
ATT*

Name CAUDILL, WILLARD

Address 724 KIRKLAND ROAD

City/Zip YULEE 32097 County NAS

Account Number _____

Has consumer contacted company? Yes _____ No Who _____

1. Nature of Request 2. Report of Action

Customer rec'd bill from Southern Bell for about \$50 worth of Integretel calls dating back to Sept. 1989. He has no idea if he made these calls, he feels he may have already paid for them and would like to know why it took the company so long to bill them. SB had been advised customer is disputing these charges.

No response rec'd, re-sent to co. Jan. 25.

Company INTEGRETEL

Attn. D. JAMES HUDSON

Consumer's Telephone (904)-225-0304

Can Be Reached (904)-743-3437

Request No. 25599P

By KDB Time 3:34 PM Date 09/04/90

To CO Time mail Date 09/05/90

Complaint Type 1b-10

Justification _____

Closed By _____ Date / /

Reply received _____

CONSUMER REQUEST

**FLORIDA
PUBLIC
SERVICE
COMMISSION**



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:**

Kathryn Dyal Brown

By _____ 09/20/90

January 25, 1991

Mr. Jim Hudson
Integretel
17 W. 220 22nd Street
Suite 220
Oakbrook, FL 60181

Dear Mr. Hudson:

RE: Joe Yantus (24750P), Willard Caudill (25599P)

No response has been received on the above referenced complaints. Please advise as soon as possible or call me if you have any questions.

Sincerely,

Kathryn Dyal Brown
Consumer Affairs Analyst
Division of Consumer Affairs

KDB:sah
Enclosure

Name YANTUS, JOE

Address 2512 ANCHOR AVE

City/Zip SPRINGHILL 34508 County HER

Account Number _____

Has consumer contacted company? Yes _____ No _____ Who _____

1. Nature of Request 2. Report of Action

Customer placed a call from payphone number 813-869-0164, Hudson, FL, to his home number, 904-688-9611, Springhill, FL. He was billed \$5.40 for the 2 minute call. This appears to be higher than the ATT daytime rate plus one dollar. Please advise what rates were billed.

No response rec'd, re-sent to co.

Company INTEGRETEL

Attn. D. JAMES HUDSON

Consumer's Telephone (904)-688-9611

Can Be Reached _____

Request No. 24750P

By KDB Time 12:19 PM Date 08/24/90

To CO Time mail Date 08/27/90

Complaint Type 1b-45

Justification _____

Closed By _____ Date / /

Reply received _____

CONSUMER REQUEST

**FLORIDA
PUBLIC
SERVICE
COMMISSION**



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:**

Kathryn Dyal Brown

By 09/11/90

January 25, 1991

Mr. Jim Hudson
Integretel
17 W. 220 22nd Street
Suite 220
Oakbrook, FL 60181

Dear Mr. Hudson:

RE: Joe Yantus (24750P), Willard Caudill (25599P)

No response has been received on the above referenced complaints. Please advise as soon as possible or call me if you have any questions.

Sincerely,

Kathryn Dyal Brown
Consumer Affairs Analyst
Division of Consumer Affairs

KDB:sah
Enclosure

Name HALL, LOUIS E.

Address P.O. BOX 1014

City/Zip PALM BEACH 33480 County PLB

Account Number _____

Has consumer contacted company? Yes _____ No Who _____

1. Nature of Request 2. Report of Action

See attached letter from customer. Please verify the charges on customer's bill and contact him. Respond in writing to this office by date shown below.

1/11 Left message for Jim Hudson to call me back. /MLG

1/15 Spoke to Jim Hudson, will check complaint and call me back. /MLG

Company INTEGRETEL

Attn. JIM HUDSON

Consumer's Telephone (407)-655-3719

Can Be Reached _____

Request No. 35479P

By MLG Time 3:55 PM Date 12/11/90

To CO Time fax Date 12/12/90

Complaint Type 1b-04

Justification _____

Closed By _____ Date / /

Reply received _____

CONSUMER REQUEST

**FLORIDA
PUBLIC
SERVICE
COMMISSION**



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:**

Melinda Guess

By _____ 12/27/90

State of Florida



Commissioners:
MICHAEL MCK. WILSON, CHAIRMAN
THOMAS M. BEARD
BETTY EASLEY
GERALD L. (JERRY) GUNTER
JOHN T. HERNDON

DIVISION OF CONSUMER AFFAIRS
GEORGE B. HANNA, DIRECTOR
TOLL FREE 1-800-342-3552
(904) 488-7233

Public Service Commission

December 11, 1990

Ms. Louis E. Hall
P.O. BOX 1014
Palm Beach, Florida 33480

Dear Mr. Hall:

Thank you for your recent letter concerning Integretel.

We will look into the matter you outlined and get back in touch with you at the conclusion of our investigation.

Sincerely,

Melinda Guess
Consumer Affairs Analyst
Division of Consumer Affairs

Louis E. Hall
P.O. Box 1014
Palm Beach FL 33480
Dec. 6, 1990



Sir:

Talked earlier today to someone in your office who suggested I write to you. Thus, this letter.

The attached bill for Operator Assisted Calls for 407-655-3719 dated July 8 + Sept. 1, 1990 are unusually high.

9 minutes for \$10.16 plus taxes
1 minute for 4.08 plus taxes

Is there anything that can be done about such excessive charges.

Your understanding & help are appreciated.

Sincerely,
Louis E. Hall

MR. LOUIS E. HALL
P.O. BOX 1014
PALM BEACH, FL. 33480

Encl: So. Bell Monthly Statement

Dec. 6, 1990

BILLED ON BEHALF OF U.S. COMMUNICATIONS

Operator Assisted Calls for 407-655-3719

Date	Place Called	Number Called	*Rate	Time	Min.
1. JUL 8	FR TAMPA	FL 813 873-4926	KES	613PM	9
2. SEP 1	FR TAMPA	FL 813 873-4927	KES	729PM	1
Subtotal					

TOTAL FOR 407 655-3719 14.24
(Federal Tax .44)

Total Charge For Itemized Calls 14.24
Taxes

3. Federal Tax	.44
4. City Tax	1.00
5. Florida Gross Receipts Surcharge	.28
Subtotal	

Integretel, Inc. Current Charges

AMOUNT	TOTAL
10.16	14.24
4.08	
	1.72
	15.96

Toll charges
1-800-342-3552
write to
Ref Above
calls
Gage Hanna
Fd. Paul Jr. Carr
101 E. Dennis
Toll 32399

This portion of your bill is provided as a service to Integretel, Inc. There is no connection between Southern Bell and Integretel, Inc.

*Rate Applied - See Back of Page

CP 034410

Name ROBERTS, EVELYN

Address 18810 NW 44TH COURT

City/Zip MIAMI 33055 County DADE

Account Number _____

Has consumer contacted company? Yes _____ No Who _____

1. Nature of Request 2. Report of Action

Please investigate the attached and respond in writing by the date below.

Rec'd letter from customer 10-18-90.

Wrote Intellicall w/copy to Integretel & SB. Pat Shields said customer now disconnected & had \$992.47 in calls billed by Integretel./kdb

No response has been rec'd, re-sent 1-25-91.

Company INTEGRETEL

Attn. JAMES HUDSON

Consumer's Telephone (305)-621-8476

Can Be Reached _____

Request No. 29042P

By KDB Time 4:42 PM Date 10/08/90

To CO Time fax Date 10/09/90

Complaint Type 1b-20

Justification _____

Closed By _____ Date _____ / /

Reply received _____

CONSUMER REQUEST

**FLORIDA
PUBLIC
SERVICE
COMMISSION**



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:

Kathryn Dyal Brown

By _____
10/24/90

January 25, 1991

Ms. Marge Kalvza
Intellicall, Inc.
2155 Chenault
Suite 410
Carrolton, TX 75006-5023

Dear Ms. Kalvza:

RE: EVELYN ROBERTS (29042P)

I am writing in response to your letter of November 28, 1990.

The Florida Public Service Commission has not approved the type of "store and forward" technology as described in paragraph three of your letter. In fact on December 7, 1990, Docket No. # 860723, the commission decided not to allow the "passive billing" of collect calls. In other words, there must be a positive response accepting the call in order to bill it. When we discussed this previously, you stated that if the party receiving the call did not hang up, the call was billed.

I request that Integretel/Intellicall authorize Southern Bell to remove all the collect calls billed to Ms. Roberts at 305/621-8476.

Please let me know if you have any questions.

Sincerely,

Kathryn Dyal Brown
Consumer Affairs Analyst
Division of Consumer Affairs

KDB:sah

cc: James Hudson, Integretel
Pat Shields, Southern Bell

State of Florida



Commissioners:
MICHAEL MCK. WILSON, CHAIRMAN
THOMAS M. BEARD
BETTY EASLEY
GERALD L. (JERRY) GUNTER
JOHN T. HERNDON

DIVISION OF CONSUMER AFFAIRS
GEORGE B. HANNA, DIRECTOR
TOLL FREE 1-800-342-3552
(904) 488-7238

Public Service Commission

October 8, 1990

Ms. Evelyn Roberts
18810 NW 44TH Court
Miami, Florida 33055

Dear Mr. Roberts:

Thank you for your recent letter concerning Integretel.

We will look into the matter you outlined and get back in touch with you at the conclusion of our investigation.

Sincerely,

Kathryn Dyal Brown
Consumer Affairs Analyst
Division of Consumer Affairs

29042P



9-28-90
18810 N.W. 44 Court
Miami, Fl. 33055
305-621-8476

Fl. Public Service Commissions
Tallahassee, Fl. 32304

I Evelyn Roberts, am writing you because I have been charged for calls on my phone that I did not make and do not know anything about.

I have blocks on my telephone that should have prevented any one from charging any collect calls to my telephone.

I called Southern Bell and spoke with a lady that said her name was Diana. She told me that thousands of calls was made from a telephone in prison. Some one must pay for these calls. I asked Diana about my next months bill. She said there were additional calls on it. Diana said if I needed more information I would have to call Integretel Inc., and gave me the number for them.

I called Integretel Inc. they could not tell me any more than Southern Bell. I called them again because I just had to know more about my telephone bill. I did not understand why all of those calls was on my telephone. Each time I called Integretel Inc after that the computer was down. they could not give me any information.

Can you help me? Please check it for me.
I do not have that kind of money.

Think you very much.

Sincerely,
Evelyn Roberts
9-28-90



Southern Bell
A BELLSOUTH Company

Account Number: 305-621-8476 912 0441
Bill Date: Sep 2, 1990
Page 1

CURRENT CHARGES DUE BEFORE	PREVIOUS BALANCE	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
Sep 27	\$64.36	\$31.06	\$33.30%	\$272.58	\$272.58

Detailed Statement of Charges

**** Please note: A 1.5% Late Payment Charge will apply to any unpaid balance as of Oct 3.

Monthly Service Charges

1. Monthly Service-Sep 2 thru Oct 1
(Itemization of local billing available upon request.)
2. FCC Charge for Interstate Toll Access
3. Maintenance Plan(s)

AMOUNT	TOTAL
22.20	
3.50	
2.50	

(continued) ▶

Helpful Numbers

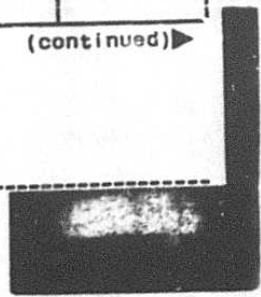
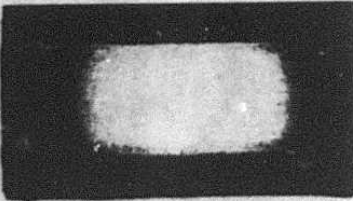
Southern Bell
Integretel, Inc.

Billing Questions

780-2355
780-2355

To Place An Order

780-2355





Monthly Service Charges (continued)

- 4. Emergency 911 Monthly Charge. This tariffed charge is billed on behalf of Dade Co county
- 5. Emergency 911 Installation Charge. This charge has been placed on your bill by Dade Co county

Subtotal

Other Charges and Credits

- Sep 2 90 SO MANHOLE
- 6. Cost of Dade county manhole ordinance #83-3

Subtotal

Calls From Non-Southern Bell Payphones

Date	Place Called	Number Called	*Rate	Time	Min.	
7. AUG 20	MIAMI	FL 305 953-2888	KDC	1213PM	2	2.00
	FR FT LDL	FL 305 572-3293				

Subtotal

Total Charge For Itemized Calls 2.00

Taxes

- 8. Federal Tax
- 9. County Tax
- 10. Florida Gross Receipts Surcharge

Subtotal

Southern Bell Current Charges

Itemization

We are providing you with more information about your monthly service billing. Monthly charges are billed in item 1 on your Southern Bell billing. We have listed each of the features and services that are billed in item 1 of your bill. This listing will be provided at least once each year.

AMOUNT	TOTAL
.19	
.14	28.53
.01	.01
2.00	2.00
.84	
1.70	
.19	2.73
	33.27



Account Number: 305-621-8476 912 0441

Bill Date: Sep 2, 1990

Page 3

Itemization (continued)

An itemization of monthly service billing will also be provided with the first bill you receive after establishing service and each time you add or remove any service or feature which results in an increase or decrease in your monthly service billing.

Please review this information carefully to ensure that you are billed correctly.

Item	Charge
1 Custom Code Restriction option 1	2.50
1 Custom Calling Package-Call Waiting,3 Way Calling & Speed Calling 8	7.05
1 Billed number screening option A-no collect or 3rd number billing	1.00
1 Flat rate residence line	10.65
1 TouchTone service,residence	1.00
Total Monthly Service	\$22.20

AMOUNT	TOTAL

Nonpayment of Regulated Charges may result in discontinuance of service. The amount of Regulated Charges may be obtained by calling either Southern Bell number.

*1-800-888-008-1
INT 1-800-750-7500 INT*

119
CP 002070

Diane

(continued) ▶

Operator Assisted Calls (continued)

Date	Place Called	Number Called	*Rate	Time	Min.
30. JUL 22	FR DFUNIAKSPG FL	904 892-6175	KDS	354PM	9
31. JUL 22	FR DFUNIAKSPG FL	904 892-6175	KDS	404PM	9
32. JUL 22	FR DFUNIAKSPG FL	904 892-6175	KES	622PM	9
33. JUL 23	FR DFUNIAKSPG FL	904 892-6175	KDS	132PM	9
34. JUL 23	FR DFUNIAKSPG FL	904 892-6175	KDS	153PM	9
35. JUL 23	FR DFUNIAKSPG FL	904 892-6175	KDS	411PM	9
36. JUL 23	FR DFUNIAKSPG FL	904 892-6175	KDS	421PM	9
37. JUL 23	FR DFUNIAKSPG FL	904 892-6175	KDS	432PM	3
38. JUL 23	FR DFUNIAKSPG FL	904 892-6175	KDS	457PM	8
39. JUL 24	FR DFUNIAKSPG FL	904 892-6175	KNS	418AM	1
40. JUL 24	FR DFUNIAKSPG FL	904 892-6175	KDS	851AM	1
41. JUL 24	FR DFUNIAKSPG FL	904 892-6175	KDS	328PM	1
42. JUL 24	FR DFUNIAKSPG FL	904 892-6175	KDS	449PM	9
43. JUL 27	FR DFUNIAKSPG FL	904 892-6175	KDS	222PM	9
44. JUL 27	FR DFUNIAKSPG FL	904 892-6175	KDS	231PM	9
45. JUL 27	FR DFUNIAKSPG FL	904 892-6175	KDS	241PM	6
46. JUL 27	FR DFUNIAKSPG FL	904 892-6175	KES	552PM	1
47. JUL 28	FR DFUNIAKSPG FL	904 892-6175	KDS	921AM	8
48. JUL 28	FR DFUNIAKSPG FL	904 892-6175	KDS	1052AM	2
49. JUL 28	FR DFUNIAKSPG FL	904 892-6175	KES	505PM	7
50. JUL 28	FR DFUNIAKSPG FL	904 892-6175	KES	619PM	5
51. JUL 29	FR DFUNIAKSPG FL	904 892-6175	KDS	1020AM	9
52. JUL 29	FR DFUNIAKSPG FL	904 892-6175	KDS	1030AM	9
53. JUL 29	FR DFUNIAKSPG FL	904 892-6175	KDS	1040AM	9
54. JUL 29	FR DFUNIAKSPG FL	904 892-6175	KES	532PM	9
55. JUL 29	FR DFUNIAKSPG FL	904 892-6175	KES	542PM	9
56. JUL 30	FR DFUNIAKSPG FL	904 892-6175	KNS	225AM	9
57. JUL 30	FR DFUNIAKSPG FL	904 892-6175	KNS	234AM	9
58. JUL 30	FR DFUNIAKSPG FL	904 892-6175	KNS	245AM	9
59. JUL 30	FR DFUNIAKSPG FL	904 892-6175	KNS	305AM	9
60. JUL 30	FR DFUNIAKSPG FL	904 892-6175	KNS	315AM	8
61. JUL 30	FR DFUNIAKSPG FL	904 892-6175	KDS	309PM	1
62. JUL 30	FR DFUNIAKSPG FL	904 892-6175	KES	527PM	1

AMOUNT	TOTAL
4.14	
4.14	
4.14	
4.14	
4.14	
4.14	
4.14	
2.46	
3.86	
1.90	
1.90	
1.90	
4.14	
4.14	
4.14	
3.30	
1.90	
3.86	
2.18	
3.58	
3.02	
4.14	
4.14	
4.14	
4.14	
4.14	
4.14	
4.14	
4.14	
4.14	
3.86	
1.90	
1.90	

*Rate Applied - See Back of Page

CP 002070

(continued)▶

Operator Assisted Calls (continued)

Subtotal
Total Charge For Itemized Calls 213.56
Taxes
63. Federal Tax
64. County Tax
65. Florida Gross Receipts Surcharge
Subtotal
Integretel, Inc. Current Charges

AMOUNT	TOTAL
	213.56
6.53	
14.95	
4.27	
	25.75
	239.31

This portion of your bill is provided as a service to Integretel, Inc. There is no connection between Southern Bell and Integretel, Inc.

CP 002070

INTELLICALL Inc.

November 28, 1990

Ms. Kathryn Dyal Brown
Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32399



Ms. Brown:

This letter acknowledges receipt of the informal complaint filed by Evelyn Roberts. Ms. Roberts has complained of being billed for collect calls which she did not accept.

An explanation of the role Intellicall, Inc. plays in the billing of these calls may be helpful. Intellicall manufactures pay telephones and sells them to private pay telephone owners who operate the telephones. Intellicall then receives billing information submitted by these pay telephone owners and forwards such information to Integretel, Inc., the billing agent. Each pay telephone operator (owner) is responsible for setting the rates in his phones and making sure these rates fall within his state's regulatory guidelines.

The calls on Ms. Roberts' bill are collect calls made from a prison in Florida. Payphones manufactured by Intellicall have the capability to place automated collect calls which provide the same information to the customer that a live operator provides. The automated operator requests that you either press the number one (1) to accept a collect call from a specific person (name is stated), or to hang up the phone to deny the call. Persons in a rotary dial area are requested to remain on the line to accept the call or hang up the phone to deny it. As with any collect call, accepting the call means accepting responsibility for payment of all charges incurred.

Our records reveal that these are valid collect calls which were accepted by someone at Ms. Roberts' billing number, therefore, we feel no obligation to remove these from her bill.

The pay telephone referred to in Ms. Roberts' letter belongs to Equal Access Corporation located at 11150 Santa Monica Freeway, Suite 360, Los Angeles California 90025. It is the responsibility of Equal Access to resolve this matter as they deem necessary. Therefore, I have forwarded a copy of this complaint to Stephen Edwards at that company.

Please contact me at 214/416-0022 extension 358 if I can be of further assistance.

Sincerely,

A handwritten signature in cursive script that reads "Marge Kaluza".

Marge Kaluza
Customer Service Supervisor
Billing Services

Attachments

cc: Evelyn Roberts
Stephen Edwards, Equal Access Corporation

MK/sdm

213-445-9100

Operator Assisted Calls (continued)

	Date	Place Called	Number Called	*Rate	Time	Min.
30.	JUL 22	FR DFUNIAKSPG FL	904 892-6175	KDS	354PM	9
31.	JUL 22	FR DFUNIAKSPG FL	904 892-6175	KDS	404PM	9
32.	JUL 22	FR DFUNIAKSPG FL	904 892-6175	KES	622PM	9
33.	JUL 23	FR DFUNIAKSPG FL	904 892-6175	KDS	132PM	9
34.	JUL 23	FR DFUNIAKSPG FL	904 892-6175	KDS	153PM	9
35.	JUL 23	FR DFUNIAKSPG FL	904 892-6175	KDS	411PM	9
36.	JUL 23	FR DFUNIAKSPG FL	904 892-6175	KDS	421PM	9
37.	JUL 23	FR DFUNIAKSPG FL	904 892-6175	KDS	432PM	3
38.	JUL 23	FR DFUNIAKSPG FL	904 892-6175	KDS	457PM	8
39.	JUL 24	FR DFUNIAKSPG FL	904 892-6175	KNS	418AM	1
40.	JUL 24	FR DFUNIAKSPG FL	904 892-6175	KDS	851AM	1
41.	JUL 24	FR DFUNIAKSPG FL	904 892-6175	KDS	328PM	1
42.	JUL 24	FR DFUNIAKSPG FL	904 892-6175	KDS	449PM	9
43.	JUL 27	FR DFUNIAKSPG FL	904 892-6175	KDS	222PM	9
44.	JUL 27	FR DFUNIAKSPG FL	904 892-6175	KDS	231PM	9
45.	JUL 27	FR DFUNIAKSPG FL	904 892-6175	KDS	241PM	6
46.	JUL 27	FR DFUNIAKSPG FL	904 892-6175	KES	552PM	1
47.	JUL 28	FR DFUNIAKSPG FL	904 892-6175	KDS	921AM	8
48.	JUL 28	FR DFUNIAKSPG FL	904 892-6175	KDS	1052AM	2
49.	JUL 28	FR DFUNIAKSPG FL	904 892-6175	KES	505PM	7
50.	JUL 28	FR DFUNIAKSPG FL	904 892-6175	KES	619PM	5
51.	JUL 29	FR DFUNIAKSPG FL	904 892-6175	KDS	1030AM	9
52.	JUL 29	FR DFUNIAKSPG FL	904 892-6175	KDS	1030AM	9
53.	JUL 29	FR DFUNIAKSPG FL	904 892-6175	KDS	1040AM	9
54.	JUL 29	FR DFUNIAKSPG FL	904 892-6175	KES	532PM	9
55.	JUL 29	FR DFUNIAKSPG FL	904 892-6175	KES	542PM	9
56.	JUL 30	FR DFUNIAKSPG FL	904 892-6175	KNS	225AM	9
57.	JUL 30	FR DFUNIAKSPG FL	904 892-6175	KNS	234AM	9
58.	JUL 30	FR DFUNIAKSPG FL	904 892-6175	KNS	245AM	9
59.	JUL 30	FR DFUNIAKSPG FL	904 892-6175	KNS	305AM	9
60.	JUL 30	FR DFUNIAKSPG FL	904 892-6175	KNS	315AM	8
61.	JUL 30	FR DFUNIAKSPG FL	904 892-6175	KDS	309PM	1
62.	JUL 30	FR DFUNIAKSPG FL	904 892-6175	KES	527PM	1

AMOUNT	TOTAL
4.14	
4.14	
4.14	
4.14	
4.14	
4.14	
4.14	
2.46	
3.86	
1.90	
1.90	
1.90	
4.14	
4.14	
4.14	
3.30	
1.90	
3.86	
2.18	
3.58	
3.02	
4.14	
4.14	
4.14	
4.14	
4.14	
4.14	
4.14	
4.14	
3.86	
1.90	
1.90	

*Rate Applied - See Back of Page

CP 002070

(continued)

#712
2011/1/11



Southern Bell
A BELLSOUTH Company

Account Number: 305-621-8476 912 0441
Bill Date: Sep 2, 1990
Page 3

Itemization (continued)

An itemization of monthly service billing will also be provided with the first bill you receive after establishing service and each time you add or remove any service or feature which results in an increase or decrease in your monthly service billing.

Please review this information carefully to ensure that you are billed correctly.

Item	Charge
1 Custom Code Restriction option 1	2.50
1 Custom Calling Package-Call Waiting, 3 Way Calling & Speed Calling 0	7.05
1 Billed number screening option A-no collect or 3rd number billing	1.00
1 Flat rate residence line	10.65
1 TouchTone service, residence	1.00
Total Monthly Service	\$22.20

AMOUNT	TOTAL

Nonpayment of Regulated Charges may result in discontinuance of service. The amount of Regulated Charges may be obtained by calling either Southern Bell number.

1-800-888-008-1
1-800-750-736-1

119
CP 002070
Diane

(continued) ▶



Monthly Service Charges (continued)

- 4. Emergency 911 Monthly Charge. This tariffed charge is billed on behalf of Dade Co county
- 5. Emergency 911 Installation Charge. This charge has been placed on your bill by Dade Co county

Subtotal

Other Charges and Credits

Sep 2 90 SO MANHOLE

- 6. Cost of Dade county manhole ordinance #83-3

Subtotal

Calls From Non-Southern Bell Payphones

Date	Place Called	Number Called	*Rate	Time	Min.
7. AUG 20	MIAMI	FL 305 953-2888	KDC	1213PM	2
	FR FT LDL	FL 305 572-3293 #941			

Subtotal

Total Charge For Itemized Calls 2.00

Taxes

- 8. Federal Tax
- 9. County Tax
- 10. Florida Gross Receipts Surcharge

Subtotal

Southern Bell Current Charges

Itemization

We are providing you with more information about your monthly service billing. Monthly charges are billed in item 1 on your Southern Bell billing. We have listed each of the features and services that are billed in item 1 of your bill. This listing will be provided at least once each year.

AMOUNT	TOTAL
.19	
.14	
	28.53
.01	
	.01
2.00	
	2.00
.84	
1.70	
.19	
	2.73
	33.27

*Rate Applied - See Back of Page



CURRENT CHARGES DUE BEFORE	PREVIOUS BALANCE	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
Sep 27	\$64.56	\$31.06	\$33.30%	\$272.58	\$272.58

Detailed Statement of Charges

**** Please note: A 1.5% Late Payment Charge will apply to any unpaid balance as of Oct 3.

Monthly Service Charges

1. Monthly Service-Sep 2 thru Oct 1
(Itemization of local billing available upon request.)
2. FCC Charge for Interstate Toll Access
3. Maintenance Plan(s)

AMOUNT	TOTAL
22.20	
3.50	
2.50	

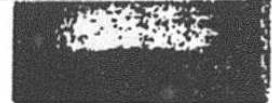
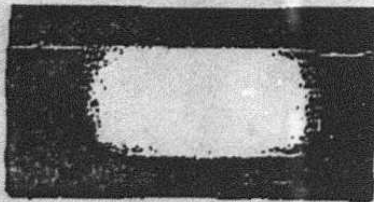
Helpful Numbers

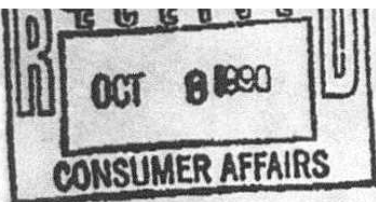
Southern Bell
Integratel, Inc.

Billing Questions
780-2355
780-2355

To Place An Order
780-2355

(continued) ▶





9-28-90
18810 N.W. 44 Court
Miami, Fl. 33055
305-621-8476

Fl. Public Service Commissions
Tallahassee, Fl. 32304

I Evelyn Roberts, am writing you because I have been charged for calls on my phone that I did not make and do not know anything about.

I have blocks on my telephone that should have prevented any one from charging any collect calls to my telephone.

I called Southern Bell and spoke with a lady that said her name was Diana. She told me that thousands of calls was made from a telephone in prison. Some one must pay for these calls. I asked Diana about my next months bill. She said there were additional calls on it. Diana said if I needed more information I would have to call Integretel Inc. and gave me the number for them.

I called Integretel Inc. they could not tell me any more than Southern Bell. I called them again because I just had no more about my telephone bill. I did not understand why all of those calls was on my telephone. Each time I called Integretel Inc after that the computer was down. they could not give me any information.

Can you help me? Please check it for me.
I do not have that kind of money.

Think you very much.

Sincerely,
Evelyn Roberts

9-28-90

Name ROBERTS, EVELYN
Address 18810 NW 44TH COURT
MIAMI 33055 County DADE
City/Zip
Account Number _____

Company INTEGRETEL
Attn. JAMES HUDSON
Consumer's Telephone (305)-621-8476
Can Be Reached _____

Request No. 29042P
By KDB Time 4:42 PM Date 10/01
To CO Time fax Date 10/01
Complaint Type 1b-20

Has consumer contacted company? Yes No _____ Who _____
1. Nature of Request 2. Report of Action

Justification _____
Closed By _____ Date _____ /
Reply received _____

Please investigate the attached and respond in writing by the date below.

CONSUMER REQUEST

RECEIVED
10/01/90

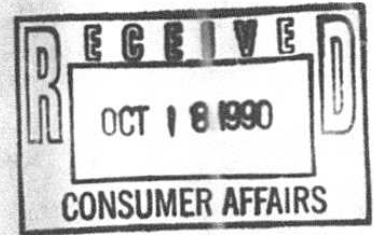
FLORIDA
PUBLIC
SERVICE
COMMISSION



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399
PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:
Kathryn Dyal Brown

By _____ 10/24/1990

10-10-90
18810 N.W. 44 Ct.
Miami, Fl. 33055
305-621-8476



Fl. Public Service Commissions;
101 E Gains St.
Tallahassee, Fl. 32304

This letter is in connection with the letter and telephone bill I sent to you last month. This telephone bill came to me on 10-9-90. I am sending a copy to you. I did not make or receive these calls.

Sincerely,
Evelyn Roberts
305-621-8476



Southern Bell
A BELLSOUTH Company

Account Number: 305-621-8476 912 0441
Bill Date: Oct 2, 1990
Page 1

CURRENT CHARGES DUE BEFORE	PREVIOUS BALANCE	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
Oct 25	\$272.58	\$33.27	\$0.00	\$796.21	\$1,035.52

Detailed Statement of Charges

**** Please note: A 1.5% Late Payment Charge will apply to any unpaid balance as of Nov 5.

Monthly Service Charges

1. Late Payment Charge (1.5% of Unpaid Balance)
2. Monthly Service-Oct 2 thru Nov 1
(Itemization of local billing available upon request.)
3. FCC Charge for Interstate Toll Access
4. Maintenance Plan(s)

AMOUNT	TOTAL
3.59	
22.20	
3.50	
2.50	

Helpful Numbers

RightTouch®

1-800-826-6290 (See Messages For Details)

Billing Questions

To Place An Order

Southern Bell

780-2355

780-2355

Integretel, Inc.

780-2355

(continued)▶

* INTEGRETEL, INC. **

Account Number: 305-621-8476 912 0441

Bill Date: Oct 2, 1990

Page 5

perator Assisted Calls (continued)

Date	Place Called	Number Called	*Rate	Time	Min.
30. JUL 6 FR	DFUNIAKSPG FL	904 892-6175	KNS	444AM	9
31. JUL 6 FR	DFUNIAKSPG FL	904 892-6175	KDS	121PM	9
32. JUL 6 FR	DFUNIAKSPG FL	904 892-6175	KDS	131PM	9
33. JUL 6 FR	DFUNIAKSPG FL	904 892-6175	KES	539PM	9
34. JUL 7 FR	DFUNIAKSPG FL	904 892-6175	KES	613PM	1
35. JUL 9 FR	DFUNIAKSPG FL	904 892-6175	KNS	258AM	1
36. JUL 9 FR	DFUNIAKSPG FL	904 892-6175	KDS	253PM	3
37. JUL 9 FR	DFUNIAKSPG FL	904 892-6175	KDS	327PM	9
38. JUL 9 FR	DFUNIAKSPG FL	904 892-6175	KES	535PM	9
39. JUL 10 FR	DFUNIAKSPG FL	904 892-6175	KDS	940AM	5
40. JUL 10 FR	DFUNIAKSPG FL	904 892-6175	KES	557PM	9
41. JUL 10 FR	DFUNIAKSPG FL	904 892-6175	KES	609PM	9
42. JUL 11 FR	DFUNIAKSPG FL	904 892-6175	KDS	119PM	7
43. JUL 11 FR	DFUNIAKSPG FL	904 892-6175	KDS	311PM	3
44. JUL 11 FR	DFUNIAKSPG FL	904 892-6175	KDS	315PM	9
45. JUL 11 FR	DFUNIAKSPG FL	904 892-6175	KDS	325PM	6
46. JUL 11 FR	DFUNIAKSPG FL	904 892-6175	KES	608PM	9
47. JUL 13 FR	DFUNIAKSPG FL	904 892-6175	KDS	123PM	9
48. JUL 14 FR	DFUNIAKSPG FL	904 892-6175	KDS	1032AM	9
49. JUL 14 FR	DFUNIAKSPG FL	904 892-6175	KDS	1254PM	1
50. JUL 14 FR	DFUNIAKSPG FL	904 892-6175	KDS	445PM	3
51. JUL 15 FR	DFUNIAKSPG FL	904 892-6175	KDS	1024AM	9
52. JUL 15 FR	DFUNIAKSPG FL	904 892-6175	KDS	1034AM	9
53. JUL 15 FR	DFUNIAKSPG FL	904 892-6175	KES	554PM	3
54. JUL 16 FR	DFUNIAKSPG FL	904 892-6175	KNS	404AM	1
55. JUL 16 FR	DFUNIAKSPG FL	904 892-6175	KES	526PM	1
56. JUL 31 FR	DFUNIAKSPG FL	904 892-6175	KDS	124PM	9
57. JUL 31 FR	DFUNIAKSPG FL	904 892-6175	KES	503PM	9
58. AUG 1 FR	DFUNIAKSPG FL	904 892-6175	KDS	406PM	1
59. AUG 3 FR	DFUNIAKSPG FL	904 892-6175	KDS	147PM	1
60. AUG 3 FR	DFUNIAKSPG FL	904 892-6175	KES	519PM	2
61. AUG 4 FR	DFUNIAKSPG FL	904 892-6175	KDS	911AM	9
62. AUG 4 FR	DFUNIAKSPG FL	904 892-6175	KDS	921AM	7

AMOUNT	TOTAL
4.14	
4.14	
4.14	
4.14	
1.90	
1.90	
2.46	
4.14	
4.14	
3.02	
4.14	
4.14	
3.58	
2.46	
4.14	
4.14	
2.46	
3.30	
4.14	
4.14	
4.14	
1.90	
2.46	
4.14	
4.14	
4.14	
2.46	
1.90	
1.90	
4.14	
4.14	
1.90	
2.18	
4.14	
3.58	

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CP 002051

(continued)▶

** INTEGRTEL, INC. **

Account Number: 305-621-8476 912 0441

Bill Date: Oct 2, 1990

Page 6

Operator Assisted Calls (continued)

Date	Place Called	Number Called	*Rate	Time	Min.
63. AUG 4	FR DFUNIAKSPG FL	904 892-6175	KDS	1003AM	5
64. AUG 4	FR DFUNIAKSPG FL	904 892-6175	KDS	1215PM	8
65. AUG 5	FR DFUNIAKSPG FL	904 892-6175	KDS	1138AM	6
66. AUG 5	FR DFUNIAKSPG FL	904 892-6175	KES	549PM	1
67. AUG 5	FR DFUNIAKSPG FL	904 892-6175	KES	640PM	9
68. AUG 5	FR DFUNIAKSPG FL	904 892-6175	KES	650PM	3
69. AUG 6	FR DFUNIAKSPG FL	904 892-6175	KDS	206PM	9
70. AUG 6	FR DFUNIAKSPG FL	904 892-6175	KDS	216PM	3
71. AUG 6	FR DFUNIAKSPG FL	904 892-6175	KES	536PM	1
72. AUG 6	FR DFUNIAKSPG FL	904 892-6175	KES	638PM	9
73. AUG 6	FR DFUNIAKSPG FL	904 892-6175	KES	648PM	9
74. AUG 7	FR DFUNIAKSPG FL	904 892-6175	KES	538PM	8
75. AUG 7	FR DFUNIAKSPG FL	904 892-6175	KES	707PM	1
76. AUG 8	FR DFUNIAKSPG FL	904 892-6175	KDS	420PM	9
77. AUG 8	FR DFUNIAKSPG FL	904 892-6175	KDS	438PM	7
78. AUG 9	FR DFUNIAKSPG FL	904 892-6175	KDS	100PM	9
79. AUG 9	FR DFUNIAKSPG FL	904 892-6175	KDS	147PM	9
80. AUG 9	FR DFUNIAKSPG FL	904 892-6175	KES	508PM	9
81. AUG 10	FR DFUNIAKSPG FL	904 892-6175	KDS	253PM	5
82. AUG 10	FR DFUNIAKSPG FL	904 892-6175	KES	610PM	9
83. AUG 10	FR DFUNIAKSPG FL	904 892-6175	KES	620PM	9
84. AUG 11	FR DFUNIAKSPG FL	904 892-6175	KDS	1230PM	9
85. AUG 11	FR DFUNIAKSPG FL	904 892-6175	KDS	1243PM	2
86. AUG 11	FR DFUNIAKSPG FL	904 892-6175	KES	616PM	9
87. AUG 11	FR DFUNIAKSPG FL	904 892-6175	KES	626PM	9
88. AUG 11	FR DFUNIAKSPG FL	904 892-6175	KES	637PM	9
89. AUG 11	FR DFUNIAKSPG FL	904 892-6175	KES	647PM	9
90. AUG 12	FR DFUNIAKSPG FL	904 892-6175	KDS	933AM	1
91. AUG 14	FR DFUNIAKSPG FL	904 892-6175	KDS	1210PM	1
92. AUG 14	FR DFUNIAKSPG FL	904 892-6175	KDS	1248PM	1
93. AUG 14	FR DFUNIAKSPG FL	904 892-6175	KES	530PM	1
94. AUG 14	FR DFUNIAKSPG FL	904 892-6175	KES	626PM	9
95. AUG 14	FR DFUNIAKSPG FL	904 892-6175	KES	636PM	9

AMOUNT	TOTAL
3.02	
3.86	
3.30	
1.90	
4.14	
2.46	
4.14	
2.46	
1.90	
4.14	
4.14	
3.86	
1.90	
4.14	
3.58	
4.14	
4.14	
1.90	
4.14	
4.14	
2.18	
4.14	
4.14	
4.14	
1.90	
1.90	
1.90	
4.14	
4.14	

** INTEGRTEL, INC. **

Account Number: 305-621-8476 912 0441
 Bill Date: Oct 2, 1990
 Page 9

Operator Assisted Calls (continued)

Date	Place Called	Number Called	*Rate	Time	Min.
162. AUG 24	FR DFUNIAKSPG FL	904 892-6175	KES	554PM	9
163. AUG 24	FR DFUNIAKSPG FL	904 892-6175	KES	604PM	9
164. AUG 24	FR DFUNIAKSPG FL	904 892-6175	KES	613PM	9
165. AUG 25	FR DFUNIAKSPG FL	904 892-6175	KDS	1215PM	8
166. AUG 25	FR DFUNIAKSPG FL	904 892-6175	KES	555PM	9
167. AUG 25	FR DFUNIAKSPG FL	904 892-6175	KES	605PM	9
168. AUG 26	FR DFUNIAKSPG FL	904 892-6175	KDS	134PM	5
169. AUG 26	FR DFUNIAKSPG FL	904 892-6175	KDS	237PM	9
170. AUG 26	FR DFUNIAKSPG FL	904 892-6175	KES	610PM	9
171. AUG 26	FR DFUNIAKSPG FL	904 892-6175	KES	621PM	8
172. AUG 26	FR DFUNIAKSPG FL	904 892-6175	KES	632PM	7
173. AUG 27	FR DFUNIAKSPG FL	904 892-6175	KDS	1218PM	7
174. AUG 27	FR DFUNIAKSPG FL	904 892-6175	KDS	203PM	9
175. AUG 27	FR DFUNIAKSPG FL	904 892-6175	KDS	223PM	9
176. AUG 27	FR DFUNIAKSPG FL	904 892-6175	KES	552PM	2
177. AUG 27	FR DFUNIAKSPG FL	904 892-6175	KES	607PM	9
178. AUG 27	FR DFUNIAKSPG FL	904 892-6175	KES	617PM	8
179. AUG 28	FR DFUNIAKSPG FL	904 892-6175	KNS	749AM	7
180. AUG 28	FR DFUNIAKSPG FL	904 892-6175	KDS	1003AM	9
181. AUG 28	FR DFUNIAKSPG FL	904 892-6175	KDS	1255PM	9
182. AUG 28	FR DFUNIAKSPG FL	904 892-6175	KDS	119PM	6
183. AUG 28	FR DFUNIAKSPG FL	904 892-6175	KDS	128PM	9
184. AUG 29	FR DFUNIAKSPG FL	904 892-6175	KNS	346AM	9
185. AUG 29	FR DFUNIAKSPG FL	904 892-6175	KNS	356AM	9

Subtotal

Total Charge For Itemized Calls 672.10

Taxes

186. Federal Tax	
187. County Tax	
188. Florida Gross Receipts Surcharge	

Subtotal

Integretel, Inc. Current Charges

This portion of your bill is provided as a service to Integretel, Inc. There is no connection between Southern Bell and Integretel, Inc.

AMOUNT	TOTAL
4.14	
4.14	
4.14	
3.86	
4.14	
4.14	
3.02	
4.14	
4.14	
3.86	
3.58	
3.58	
4.14	
4.14	
2.18	
4.14	
3.86	
3.58	
4.14	
4.14	
3.30	
4.14	
4.14	
4.14	
	672.10
20.57	
47.05	
13.44	
	81.06
	753.16

Rate Applied - See Back of Page

CP 002051

Name EAGEN, BERNARD

Company INTEGRETEL

Request No. 35797P

Address 230 - 174 STREET

Attn. JIM HUDSON

By NEP Time 1:15 PM Date 12/13/90

Consumer's Telephone (305)-931-2310

To CO. Time fax Date 12/14/90

City/Zip MIAMI BEACH 33160 County DADE

Can Be Reached _____

Complaint Type Is-38

Account Number _____

Has consumer contacted company? Yes _____ No Who _____

Justification _____

1. Nature of Request 2. Report of Action

Closed By _____ Date / /

Reply received _____

Customer said that he was charged for two calling card calls that he did not make:

10/16 from 305-891-6920 to 813-945-0355

10/16 same numbers

The charge for the two calls was \$5.15. Customer said that he contacted his local company, Southern Bell, who informed him that they would contact Integretel for the credit. Customer has not received his credit. Please credit customer \$5.15.

2/5 called Integretel left word that report had not been received.

2/6 Spoke to Teresa at co. She said they never received complaint.

Re-faxed. 2/7 Teresa called said fax was received.

CONSUMER REQUEST

**FLORIDA
PUBLIC
SERVICE
COMMISSION**



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:**

Nancy Pruitt

By 12/31/90