

**PAUL SEXTON**

ATTORNEY AT LAW

211 SOUTH GADSDEN STREET  
TALLAHASSEE, FLORIDA 32301-1809

TELEPHONE (904) 222-9445

TELECOPIER (904) 681-9017

May 16, 1991

**ORIGINAL  
FILE COPY**

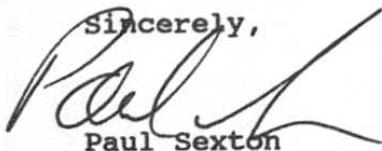
Mr. Steve Tribble  
Director  
Division of Records and Reporting  
Florida Public Service Commission  
101 East Gaines Street  
Tallahassee, Florida 32399-0850

Re: ~~Docket No. 910293-TX~~ - Show Cause to Integretel, Inc.

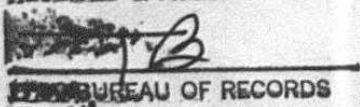
Dear Mr. Tribble:

Enclosed for filing in the above Docket please find an original and ten copies of the Response to Show Cause and Offer of Settlement of Integretel, Inc.

- ACK
- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG  PS:ses
- LIN  enclosures
- OPC  cc: D. James Hudson
- RCH \_\_\_\_\_
- SEC
- WAS \_\_\_\_\_
- OTH \_\_\_\_\_

Sincerely,  
  
Paul Sexton

RECEIVED & FILED

  
BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

04890 MAY 16 1991

FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Initiation of Show Cause ) Docket No. 910293-TI  
Proceedings Against Integretel, )  
Inc., for Violation of Commission ) Dated:  
Rules 25-4.111(1) and 25-4.043 )  
Regarding Responses to consumer ) May 16, 1991  
Complaints. )  
\_\_\_\_\_ )

RESPONSE TO ORDER TO SHOW CAUSE  
AND  
OFFER OF SETTLEMENT

Integretel, Inc. (Integretel), by and through its undersigned attorney, responds to Commission Order No. 24441, which requires Integretel to show cause why it should not be fined in the amount of \$3,600 for violating Commission rules regarding responses to customer complaints. Integretel requests that the Commission accept its offer of settlement, as set forth below, and close this Docket.

OFFER OF SETTLEMENT

Integretel hereby offers to pay the sum of \$3,600, in consideration of the time and effort of the Commission and its Staff in pursuing customer complaints and investigating Integretel's actions this matter and in consideration of entry of an order closing this Docket without further action. Integretel would offer the following in support of the proposed settlement:

- ▶ Integretel is a clearinghouse company and has experienced significant growth that outstripped its ability to handle customer complaint inquiries on a nationwide basis. Integretel recognized that it had a problem in this area last fall and took significant steps to rectify the situation.

DOCUMENT NUMBER-DATE

04880 MAY 16 1991

-PSC-RECORDS/REPORTING

Integretel notified the Commission by letter of its efforts and provided an "800" number for direct contacts during the transition.

- ▶ As part of its efforts to improve its complaint handling, Integretel transferred its FCC and PSC complaint-handling operations from San Diego to Chicago. However, due to an unfortunate sequence of events during transition, resolution of the backlog was delayed. Integretel has been working with great concern to resolve its complaint-handling and believes that it is now up to date, in compliance with Commission rules and capable of maintaining compliance with those rules.
- ▶ As a clearinghouse, Integretel does not have direct access to customer account information and, in many cases, must contact the carrier before it can verify which account is in dispute. This has made it difficult to provide a meaningful response to the Commission Staff in a timely manner. At the Commission Staff's suggestion, Integretel has instituted a practice of providing the Staff with an "interim report" describing its actions to collect information and resolve a complaint in situations where it cannot report a final resolution by the due date under the Commission's rules. A final report is then provided when Integretel has the needed information.
- ▶ Timely response to Commission complaint inquiries is a top priority at Integretel and will remain so. Integretel did identify its shortcomings, took action to rectify them and, after some unfortunate delays, believes that it has resolved

them. At no time has Integretel refused to comply with or willfully violated Commission statutes, rules or orders, nor has it acted without regard to the requirements of such statutes, rules and orders.


WAIVER OF §120.57(1) HEARING

Should the Commission not accept its proposed settlement, Integretel offers the above statement of facts as its response to Order No. 24441 and waives a hearing under §120.57(1).

WHEREFORE Integretel, Inc., requests entry of an order accepting its offer of settlement and closing this docket.

Dated: May 16, 1991

Respectfully submitted,

  
\_\_\_\_\_  
PAUL SEXTON, ESQUIRE  
211 South Gadsden Street  
Tallahassee, Florida 32301  
(904) 222-9445

Attorney for Integretel, Inc.

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a copy of the foregoing has been provided by hand-delivery to John Adams, Staff Attorney, Division of Legal Services, Florida Public Service Commission, 101 East Gaines Street, Tallahassee, Florida 32399-0850, this 16th day of May, 1991.

A handwritten signature in cursive script, appearing to read "Paul Sexton", written over a horizontal line.

Paul Sexton

January 24, 1991

Mr. Michael Wilson, Chairman  
Public Service Commission  
101 East Gaines Street  
Tallahassee, FL 32399-0850

COPY

RE: COMPLIANT PROCESS - STATUS REPORT

Dear Mr. Wilson:

We would like to take this opportunity to advise you of the current condition of IntegreTel's complaint procedure. As you may know, we have transferred this function to our Chicago office. We hoped that the transfer would be a smooth one, but, frankly, it was not.

Several incidents have brought us to this point. First, the files were shipped and took weeks to arrive. Second, our on-line link with our data base in California took many weeks to bring-up. We have other circumstances and events but we do not wish to belabor those points.

Suffice it to say, we have not been performing at a level that is acceptable to you, the end user, and us. We have cured most of the problems. We have dedicated several individuals to the task of cleaning-up the old files. Further, they are charged with the task of handling the new issues as they are presented.

We ask for your support and understanding during this time. IntegreTel is dedicated to providing the best services available. We apologize for any inconvenience to you or to the end user(s).

If you have any questions, or require immediate attention to a specific complaint, do not hesitate to call us. We have set up a new toll free number (1-800-444-1642) to our Chicago Office. Please feel free to utilize this number. Further, you may relate this number to end users who wish to contact us directly.

Sincerely,

D. James Hudson  
Vice President - Regulatory Affairs