

Talbott  
Vandiver

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

M E M O R A N D U M

May 30, 1996

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

FROM: DIVISION OF COMMUNICATIONS (K. LEWIS) *KLR*  
DIVISION OF LEGAL SERVICES (EDMONDS) *Edmonds*  
DIVISION OF CONSUMER AFFAIRS (PRUITT) *TP*

RE: DOCKET NO. 960627-TI - HEARTLINE COMMUNICATIONS, INC. -  
INITIATION OF SHOW CAUSE PROCEEDINGS FOR VIOLATION OF  
RULE 25-4.118, F.A.C., INTEREXCHANGE CARRIER SELECTION

AGENDA: 06/11/96 - REGULAR AGENDA - INTERESTED PERSONS MAY  
PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: S:\PSC\CMU\WP\960627.RCM

CASE BACKGROUND

From January 1, 1994 through May 24, 1996, the Division of Consumer Affairs has received 218 complaints (attachment A) against Heartline Communications, Inc. (Heartline) concerning unauthorized carrier changes (slamming). Staff has observed a steady increase in the number of consumer complaints each year. For example, 11 valid complaints were filed against the company in 1994, followed by 82 valid complaints during calendar year 1995. During the first five months of 1996, staff verified that 125 consumer complaints filed against Heartline were valid (i.e. apparent violations of Rule 25-4.118, Florida Administrative Code.) Staff is disturbed that complaints have continued to increase despite our notifying Heartline of each complaint and seeking corrective action.

DOCUMENT NUMBER-DATE

05956 MAY 30 96

FPSC-RECORDS/REPORTING

DOCKET NO. 960627-TC  
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**DISCUSSION OF ISSUES**

**ISSUE 1:** Should Heartline Communications, Inc. be ordered to show cause why it should not be fined or have its certificate (No. 3494) cancelled pursuant to Section 364.285, Florida Statutes, for violation of Rule 25-4.118, Florida Administrative Code, Interexchange Carrier Selection:

**STAFF RECOMMENDATION:** Yes.

**STAFF ANALYSIS:**

Rule 25-4.118, Florida Administrative Code, provides in pertinent parts:

(1) The primary interexchange company (PIC) of a customer shall not be changed without the customer's authorization.

(3)(b) .... Such statement shall be clearly legible and printed in type at least as large as any other text on the page. If any such document is not used solely for the purpose of requesting a PIC change, then 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, it would not be readily apparent to the person signing the document that the purpose of the signature was to authorize a PIC change, or it would be unclear to the customer who the new long distance service provider would be; that the customer's selection would apply only to the number listed and there could only be one long distance service provider for that number; or that the customer's local exchange company might charge a fee to switch service providers....

The majority of the complaints received against Heartline stem from the use of sweepstakes posters with letter of authorization (LOA) forms attached to enter various types of sweepstakes such as a Hawaiian vacation or to win a Mustang automobile. For example, of the 207 verified complaints filed during the past approximately 17 months, 180 have resulted from LOAs obtained through sweepstakes offers. On November 14, 1995,

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staff wrote Heartline regarding an LOA that was found in a Tallahassee restaurant (Attachment B). In staff's opinion, the LOA did not comply with Rule 25-4.118(2)(b) for two reasons. First, the text stating that the long distance service would be changed was not the same size as other text on the page. Second, the entire display being used to induce customers to fill out the LOA was misleading and deceptive in that it emphasized the sweepstakes entry over the long distance carrier change.

Heartline's response (Attachment C) stated that it was the underlying carrier providing long distance services to independent agents who in turn marketed their services to end users. Heartline stated that prior to January 1, 1995, it had done its own marketing but after that four different companies had marketed its services in Florida. From Heartline's response, it was apparent to staff that the company was simply contracting with a succession of marketing companies, none of which were marketing the services in accordance with Commission rules. Staff notified Heartline of its concerns on December 13, 1995 (Attachment D). Staff suggested that the company implement a procedure to correct the cause of the complaints.

On January 5, and 16, 1996, counsel for the marketing firm, Tropic Tel, responded to staff's letter (Attachment E). It was agreed that its promotional material would be modified to include the statement "Submission of official entry form can result in change in long distance service." It was staff's understanding that the statement would be placed in a conspicuous place above the drop in slot for LOA/entry forms. However, staff has learned that the statement was instead placed beneath the slot where it is obscured when the package of LOA/entry forms is placed on the display.

Complaints have continued. Just during the first few months of 1996 (1/1/96 - 5/24/96), 125 complaints have been filed against Heartline, compared to 82 complaints for the entire year of 1995. These complaint levels are unacceptable, particularly since the company has already been put on notice. Therefore, it appears that the company has not adequately addressed the marketing practices of its agents.

In conclusion, staff believes there is sufficient cause to order Heartline to show cause why it should not be fined or have its certificate cancelled. Further, a show cause order is appropriate to help assure that Florida consumers receive adequate protection from future slamming by having the company demonstrate to the Commission that it is in compliance with the Commission's rules. In the event the company is fined, the monies should be

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forwarded to the Office of the Comptroller for deposit in the State General Revenue Fund pursuant to Section 364.285(1), Florida Statutes. Fines levied in past orders for similar violations range from \$2,000 to \$100,000.

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

**STAFF RECOMMENDATION:** No.

**STAFF ANALYSIS:** If Issue 1 is approved, this docket should remain open pending disposition of the show cause. Otherwise, this docket should be closed. In the event the company is fined, the monies should be forwarded to the Office of the Comptroller for deposit in the State General Revenue Fund pursuant to Section 364.285(1), Florida Statutes.

SPECIAL REQUEST REPORT  
REPORT # 7 PRINTED ON 05/24/96

UTILITY	COMPLAINANT	TYPE	RECD	SB	T	CLOSE	STAFF	COUNTY	COMPLAINT NO	SAVINGS	CODE	PHONE
HEARTLINE COMMUNICATIONS, I	GRIHES, HUEL	LS-13	08/29/94	L	10/27/94	MGP	DUV	DADE	029978P	14.05	T1188	(904)-788-2862
HEARTLINE COMMUNICATIONS, I	VAZQUEZ CONSULTANT, INC	LS-13	09/09/94	T	10/06/94	SAS	DADE	DADE	031403P	35.29	T1188	(305)-687-3141
HEARTLINE COMMUNICATIONS, I	PELAEZ, EUNICE	LS-13	09/16/94	T	10/06/94	SAS	DADE	DADE	032317P	15.53	T1188	(305)-246-5444
HEARTLINE COMMUNICATIONS, I	MCMILL, LEWIS P	LS-13	10/14/94	T	01/13/95	SMW	DADE	DADE	036428P	14.08	T1188	(305)-751-6811
HEARTLINE COMMUNICATIONS, I	CARBALLO, CARVIN (MRS)	LS-13	10/25/94	L	12/23/94	NEP	DADE	DADE	037830P	16.77	T1188	(305)-759-8353
HEARTLINE COMMUNICATIONS, I	TAGESON, JAMES	LS-13	11/01/94	L	01/06/95	SAS	SEM	SEM	039184P	20.40	T1188	(407)-297-8609
HEARTLINE COMMUNICATIONS, I	TAGESON, JAMES M	LS-13	11/14/94	L	02/01/95	SAS	SEM	SEM	040797P	20.40	T1188	(407)-297-8609
HEARTLINE COMMUNICATIONS, I	FERRER, MARIA	LS-13	12/01/94	L	12/23/94	NEP	DADE	DADE	043227P	0.00	T1188	(305)-751-8597
HEARTLINE COMMUNICATIONS, I	VENTRILLO, JOHN (MRS )	LS-13	12/06/94	L	01/06/95	JRO	BAE	BAE	043772P	0.00	T1188	(407)-729-9139
HEARTLINE COMMUNICATIONS, I	HELD, ANNETTE	LS-13	12/09/94	T	01/20/95	SAS	DIV	DIV	044391P	0.00	T1188	(904)-367-8742
HEARTLINE COMMUNICATIONS, I	BERSEY, CAROLEE	LS-13	12/14/94	L	01/20/95	SAS	BAE	BAE	044923P	4.07	T1188	(407)-951-8920
HEARTLINE COMMUNICATIONS, I	FERNANDEZ, MARITZA	LS-13	12/21/94	L	01/19/95	PJ1	DADE	DADE	046010P	7.78	T1188	(305)-871-0905
HEARTLINE COMMUNICATIONS, I	TORRES, SILVIA P	LS-13	12/29/94	T	02/16/95	RMW	DADE	DADE	046736P	7.72	T1188	(305)-387-9752
HEARTLINE COMMUNICATIONS, I	HURNS, BERNARD	LS-13	01/17/95	L	02/28/95	RMW	BAO	BAO	048657P	1.95	T1188	(305)-435-8784
HEARTLINE COMMUNICATIONS, I	DEITER, DENNIS	LS-13	01/23/95	L	03/01/95	MLC	COLL	COLL	049777P	17.24	T1188	(813)-352-0937
HEARTLINE COMMUNICATIONS, I	HOLLAND, STEPHEN (MRS)	LS-13	01/24/95	L	02/23/95	JRO	DADE	DADE	049919P	36.04	T1188	(305)-587-4862
HEARTLINE COMMUNICATIONS, I	LOOLISE, ROCCO	LS-13	01/25/95	L	02/21/95	NEP	BAO	BAO	050115P	1.75	T1188	(305)-926-1168
HEARTLINE COMMUNICATIONS, I	RAYELLI, JOSEPH	LS-13	01/26/95	L	03/02/95	RMW	COLL	COLL	050288P	0.60	T1188	(813)-793-0624
HEARTLINE COMMUNICATIONS, I	MOORE, KATIE MAY	LS-13	01/26/95	L	03/02/95	RMW	DADE	DADE	050368P	6.92	T1188	(305)-573-8398
HEARTLINE COMMUNICATIONS, I	HOLLEY, VALORIE	LS-13	01/27/95	L	03/03/95	MLC	BAV	DADE	050477P	17.69	T1188	(904)-785-6189
HEARTLINE COMMUNICATIONS, I	STEWERT, BOGDAND	LS-13	02/06/95	L	05/11/95	LAR	HILL	HILL	052069P	53.91	T1188	(813)-985-8884
HEARTLINE COMMUNICATIONS, I	ST. GEORGE COPTIC ORTHODOX CHURCH	LS-13	02/06/95	L	03/10/95	MLC	VOL	VOL	052105P	0.00	T1188	(904)-257-1122
HEARTLINE COMMUNICATIONS, I	DYKES, GARY	LS-13	02/09/95	L	03/16/95	MLC	COLL	COLL	052897P	1.36	T1188	(813)-566-1892
HEARTLINE COMMUNICATIONS, I	PICKETT, PATRICIA	LS-13	02/24/95	T	03/31/95	JRO	DADE	DADE	055126P	31.84	T1188	(407)-957-2059
HEARTLINE COMMUNICATIONS, I	SUAREZ, EDDIE	LS-13	02/27/95	T	03/31/95	SAS	BAO	BAO	055313P	106.75	T1188	(305)-437-1557
HEARTLINE COMMUNICATIONS, I	CHEW, WALTER E.	LS-13	03/02/95	L	12/03/95	JRO	MAN	MAN	056063P	0.00	T1188	(813)-795-7956
HEARTLINE COMMUNICATIONS, I	YOUNG, GARY	LS-13	03/07/95	T	04/04/95	JRO	SEM	SEM	056620P	0.00	T1188	(904)-568-1491
HEARTLINE COMMUNICATIONS, I	TAFFINDER, CHARLES	LS-13	03/09/95	T	04/11/95	SAS	DADE	DADE	057124P	41.59	T1188	(305)-887-2550
HEARTLINE COMMUNICATIONS, I	LOVETT, JEFFREY	LS-13	03/15/95	T	03/27/95	NEP	OKA	OKA	058222P	64.23	T1188	(904)-664-6513
HEARTLINE COMMUNICATIONS, I	ALLEN, WENDELL M.	LS-13	03/15/95	T	04/04/95	JRO	PIN	PIN	058223P	5.00	T1188	(813)-896-0036
HEARTLINE COMMUNICATIONS, I	LACOMBE, RICHARD	LS-13	03/21/95	T	03/21/95	SMW	PAS	PAS	059214P	15.00	T1188	(813)-842-1551
HEARTLINE COMMUNICATIONS, I	BYRER, WILLIAM H.	LS-13	03/21/95	T	03/21/95	SMW	LEE	LEE	059220P	15.00	T1188	(813)-947-1327
HEARTLINE COMMUNICATIONS, I	VANOGASBECK, ROSEMARY	LS-13	03/21/95	T	03/20/95	SMW	LEON	LEON	059223P	11.98	T1188	(904)-668-5289
HEARTLINE COMMUNICATIONS, I	SAWYER, CHARLES	LS-13	03/23/95	T	04/13/95	NEP	DADE	DADE	059516P	0.00	T1188	(305)-691-3127
HEARTLINE COMMUNICATIONS, I	DUNAWAY, CATHERINE	LS-13	03/23/95	T	04/11/95	SMW	PIN	PIN	059616P	15.00	T1188	(813)-323-0461
HEARTLINE COMMUNICATIONS, I	MILLER, MILDRED L.	LS-13	03/27/95	T	04/06/95	NEP	BAO	BAO	060289P	6.92	T1188	(305)-753-3467

*Attachment A*

UTILITY	COMPLAINANT	TYPE	RECVO	SB T	ELOSE	STAFF	COUNTY	COMPLAIN NO	SAVINGS	CODE	PHONE
HEARTLINE COMMUNICATIONS, I	BROWN, CLARENCE	LS-13	03/28/95	T	04/14/95	SAS	COLL	060404P	5 00	11188	(813)-732-1967
HEARTLINE COMMUNICATIONS, I	EISENBERGER, SHARON	LS-13	03/28/95	T	03/28/95	NEP	PLB	060450P	0 00	11188	(407)-966-3832
HEARTLINE COMMUNICATIONS, I	SCHREIBSTEIN, ROBERT	LS-13	03/28/95	T	04/08/95	NEP	PLN	060488P	0 00	11188	(813)-725-2122
HEARTLINE COMMUNICATIONS, I	ODELL, NANCY	LS-13	04/05/95	T	05/01/93	SMW	LEE	061723P	20 53	11188	(813)-654-3776
HEARTLINE COMMUNICATIONS, I	SOURIGI, CARMEN	LS-13	04/05/95	T	04/15/95	JRO	DAOE	061730P	25 00	11188	(305)-545-882
HEARTLINE COMMUNICATIONS, I	BROWN, CLARENCE	LS-13	04/07/95	L	07/17/95	KEB	COLL	062065P	23 73	11188	(813)-732-1967
HEARTLINE COMMUNICATIONS, I	FOURNIER, ROBERT	LS-13	04/21/95	L	12/10/95	JRO	DAOE	063670P	10 00	11188	(305)-324-7798
HEARTLINE COMMUNICATIONS, I	SHEPHER, GARY (MRS)	LS-13	04/24/95	L	07/05/95	NEP	VOL	064115P	0 00	11188	(904)-734-1046
HEARTLINE COMMUNICATIONS, I	LAZARBI, JOSE G (MRS)	LS-13	04/27/95	T	12/05/95	JRO	HILL	064460P	0 00	11188	(813)-872-2678
HEARTLINE COMMUNICATIONS, I	BUSHMAN, CRAIG	LS-13	04/28/95	T	12/05/95	JRO	MART	064649P	30 89	11188	(407)-221-1626
HEARTLINE COMMUNICATIONS, I	PETERS, DAVID (MRS DIANA)	LS-13	05/01/95	T	05/31/95	ERL	BRE	065421P	0 00	11188	(407)-253-1209
HEARTLINE COMMUNICATIONS, I	BROWN, JOHN	LS-13	05/15/95	L	06/08/95	SAS	HILL	067292P	10 00	11188	(813)-684-3878
HEARTLINE COMMUNICATIONS, I	CHARLOTTE COUNTY SCHOOLS	LS-13	05/24/95	L	06/27/95	SAS	CHA	068838P	0 00	11188	(813)-255-3937
HEARTLINE COMMUNICATIONS, I	DELOACH, DANIEL	LS-13	05/30/95	L	06/27/95	SAS	DAOE	069340P	18 95	11188	(305)-884-8280
HEARTLINE COMMUNICATIONS, I	LAPLACE, MARY	LS-13	06/17/95	L	07/26/95	SAS	BRO	071620P	13 71	11188	(305)-983-3598
HEARTLINE COMMUNICATIONS, I	ROWE, WILET	LS-13	06/19/95	L	07/26/95	SAS	DAOE	071913P	11 86	11188	(305)-756-6399
HEARTLINE COMMUNICATIONS, I	ESPAÑA, EVELYN	LS-13	06/20/95	L	01/26/96	NRK	DAOE	072296P	101 24	11188	(305)-756-0405
HEARTLINE COMMUNICATIONS, I	ESTES, CATHERINE	LS-13	06/20/95	L	08/21/95	NRK	ORN	072319P	46 16	11188	(407)-240-3076
HEARTLINE COMMUNICATIONS, I	SUAREZ, ALFONSO	LS-13	06/21/95	T	12/03/95	SAS	DAOE	072471P	14 61	11188	(305)-822-6743
HEARTLINE COMMUNICATIONS, I	BORNE, JEAN	LS-13	06/23/95	L	08/01/95	SAS	LEE	072875P	10 00	11188	(813)-275-9702
HEARTLINE COMMUNICATIONS, I	BROWN, DOUGLAS	LS-13	06/26/95	L	01/21/96	SAS	COLL	073137P	0 00	11188	(941)-592-5839
HEARTLINE COMMUNICATIONS, I	MCNEAL, GERTRUDE	LS-13	06/29/95	T	08/30/95	KMT	DAOE	073765P	23 22	11188	(305)-634-2821
HEARTLINE COMMUNICATIONS, I	SINGH, HARDEEP (M D )	LS-13	07/05/95	T	12/05/95	JRO	HILL	073848P	0 00	11188	(813)-978-3636
HEARTLINE COMMUNICATIONS, I	WEISS, MITCHELL 5385	LS-13	07/05/95	T	10/23/95	SMW	DAOE	074695P	11 59	11188	(305)-669-4832
HEARTLINE COMMUNICATIONS, I	SULLIVAN, DANIEL J (MRS )	LS-13	07/05/95	T	09/11/95	PJ1	DAOE	074788P	82 64	11188	(305)-238-5330
HEARTLINE COMMUNICATIONS, I	SIMMS, WILLIAM D	LS-13	07/24/95	T	12/03/95	SAS	PLN	078118P	0 00	11188	(813)-797-0745
HEARTLINE COMMUNICATIONS, I	WILSON, SAMUEL & BARBARA	LS-13	07/26/95	T	07/26/95	RMW	ORN	078621P	23 70	11188	(407)-877-7892
HEARTLINE COMMUNICATIONS, I	RODRIGUEZ, CONCEPCION	LS-13	07/27/95	T	11/27/95	SMW	DAOE	078975P	13 84	11188	(305)-688-5454
HEARTLINE COMMUNICATIONS, I	TABLER, GWEN	LS-13	07/28/95	L	10/23/95	SMW	VOL	079573P	0 00	11188	(904)-252-3378
HEARTLINE COMMUNICATIONS, I	SANTANA, TERESA	LS-13	08/04/95	T	10/25/95	KMT	BRE	081156P	0 00	11188	(407)-722-0527
HEARTLINE COMMUNICATIONS, I	SPECTE, ROBERT F	LS-13	08/04/95	T	01/20/96	SMW	BRE	081285P	0 00	11188	(407)-636-5117
HEARTLINE COMMUNICATIONS, I	DUNCAN, SIMONE	LS-13	08/08/95	L	12/27/95	NEP	DAOE	081697P	19 90	11188	(305)-556-7525
HEARTLINE COMMUNICATIONS, I	FOSTER, MIKE	LS-13	08/21/95	T	11/17/95	KMT	PLN	083593P	80 97	11188	(813)-442-1188
HEARTLINE COMMUNICATIONS, I	LYERTY, DAVID	LS-13	08/22/95	T	09/12/95	PJ1	BA+	083986P	8 54	11188	(304)-265-0713
HEARTLINE COMMUNICATIONS, I	WALLA, KENNETH (MRS )	LS-13	08/25/95	/	/	EDM	BRE	084573P	0 00	11188	(407)-459-1296
HEARTLINE COMMUNICATIONS, I	FRANCIS, KENNETH	LS-13	09/07/95	T	10/18/95	RMW	VOL	086129P	0 00	11188	(904)-427-4844

OFFICIAL RECORD REPORT  
REPORT # 7 PRINTED ON 05/24/95

UTILITY	COMPLAINANT	TYPE	RECORD	SB	CLOSE	STATE	COUNTY	COMPLAINT NO.	SAVINGS	CODE	PHONE
HEARTLINE COMMUNICATIONS, I	DINI, GREG	US-13	09/08/95	T	11/27/95	SNM	SEM	086535P	32 51	1188	(407)-333-3314
HEARTLINE COMMUNICATIONS, I	SLUDER, THOMAS	US-13	09/13/95	T	09/28/95	EDW	HILL	087360P	20 79	1188	(813)-659-7555
HEARTLINE COMMUNICATIONS, I	ALEXANDER, LAURENCE H	US-13	09/14/95	L	10/03/95	JEP	OCA	087569P	10 00	1188	(904)-561-3836
HEARTLINE COMMUNICATIONS, I	DESUD JR, CLARENCE	US-13	09/15/95			EDW	BRD	087801P	0 00	1188	(904)-964-8763
HEARTLINE COMMUNICATIONS, I	MENNER, STEVEN R	US-13	09/20/95	T	12/29/95	JRD	BRD	088374P	31 17	1188	(305)-491-3504
HEARTLINE COMMUNICATIONS, I	ISHAM, ELLEN S	US-13	09/25/95	L	12/10/95	RWM	DUV	089767P	0 00	1188	(904)-797-9348
HEARTLINE COMMUNICATIONS, I	BYLES, LUCIEN	US-13	09/26/95	T	11/27/95	RWM	DADE	090216P	135 71	1188	(305)-652-3732
HEARTLINE COMMUNICATIONS, I	VIDA, MICHAEL	US-13	10/02/95	L	10/25/95	KES	BRD	090965P	17 14	1188	(305)-981-7134
HEARTLINE COMMUNICATIONS, I	UTEN, JAN	US-13	10/11/95	L	10/25/95	KES	DADE	091932P	19 26	1188	(305)-651-7440
HEARTLINE COMMUNICATIONS, I	NEAL, ROBYN	US-13	10/16/95	T	11/02/95	SAS	BRD	092347P	10 66	1188	(305)-785-2426
HEARTLINE COMMUNICATIONS, I	LOPEZ, JOSE	US-13	11/27/95	T	04/11/96	SAS	PLB	098739P	118 96	1188	(407)-924-7841
HEARTLINE COMMUNICATIONS, I	GOOCH, SAMANTHA	US-13	11/27/95	L	12/26/95	ARF	BRV	098801P	21 55	1188	(904)-871-6231
HEARTLINE COMMUNICATIONS, I	PERRY, CASSANDRA	US-13	11/29/95	T	12/26/95	JRD	LEON	097041P	33 12	1188	(904)-385-7561
HEARTLINE COMMUNICATIONS, I	CHARMAN, R NICHOLAS	US-13	12/03/95	T	12/10/95	RWM	CLAY	097452P	0 00	1188	(904)-284-1422
HEARTLINE COMMUNICATIONS, I	BLUMBERG, ALLEN	US-13	12/04/95	T	03/29/96	KES	BRD	097497P	6 68	1188	(305)-721-3443
HEARTLINE COMMUNICATIONS, I	DEARNA, HILARIO	US-13	12/12/95	T	02/29/96	ARF	DADE	100113P	5 21	1188	(305)-888-1861
HEARTLINE COMMUNICATIONS, I	HURTAK, LORA	US-13	12/14/95	T	01/20/96	JRD	DADE	100698P	14 56	1188	(305)-232-5176
HEARTLINE COMMUNICATIONS, I	SEARS, HAYDEN	US-13	12/14/95	T	03/30/96	RWM	ECG	100829P	13 27	1188	(904)-968-0769
HEARTLINE COMMUNICATIONS, I	RAINES, BOBBY	US-13	12/15/95	T	03/30/96	RWM	JKK	101393P	44 74	1188	(904)-482-6917
HEARTLINE COMMUNICATIONS, I	NGUYEN, SON NIOC	US-13	12/18/95	L	04/25/96	JRD	SNR	102239P	21 92	1188	(904)-623-0754
HEARTLINE COMMUNICATIONS, I	PALOMBO, EVA	US-13	12/27/95	T	04/11/96	JRD	HILL	103335P	0 00	1188	(813)-874-7257
HEARTLINE COMMUNICATIONS, I	WREES, WESLEY	US-13	12/28/95	T	01/29/96	KMT	DADE	103487P	4 33	1188	(305)-652-1088
HEARTLINE COMMUNICATIONS, I	SCUDDER, J D	US-13	12/29/95	T	02/29/96	KES	LEON	103649P	13 01	1188	(904)-656-1307
HEARTLINE COMMUNICATIONS, I	MANIKUM, CHANDRA	US-13	01/03/96	T	03/20/96	KMT	DADE	1039721	24 24	1188	(305)-861-9024
HEARTLINE COMMUNICATIONS, I	TEITLER, DANIEL	US-13	01/10/96	T	03/14/96	SMM	PLB	1048261	2 98	1188	(407)-968-7721
HEARTLINE COMMUNICATIONS, I	LUCIEN, NAJIA	US-13	01/17/96	L	03/15/96	KMT	LEON	1057581	235 87	1188	(904)-671-2650
HEARTLINE COMMUNICATIONS, I	TYNALL, M	US-13	01/18/96	T	01/31/96	DBM	MART	1059471	26 78	1188	(904)-732-2127
HEARTLINE COMMUNICATIONS, I	CONROY, KRISTIN	US-13	01/20/96	T	01/31/96	KMT	LEON	1067631	23 97	1188	(904)-671-1612
HEARTLINE COMMUNICATIONS, I	HORVATH, STEPHEN	US-13	01/22/96	T	03/18/96	JRD	PLB	1067781	6 23	1188	(407)-364-5763
HEARTLINE COMMUNICATIONS, I	BRISCOE, SIMON	US-13	01/22/96	T	03/18/96	SAS	P1B	1067861	77 80	1188	(407)-798-3564
HEARTLINE COMMUNICATIONS, I	BAKER, EGGER	US-13	01/22/96	T	02/29/96	RWM	LEE	1068051	9 66	1188	(941)-543-4457
HEARTLINE COMMUNICATIONS, I	GAVIN, TOM	US-13	01/22/96	L	04/18/96	SAS	LEE	1068661	42 11	1188	(941)-437-1976
HEARTLINE COMMUNICATIONS, I	MAHOLLI, FRED	US-13	01/24/96	T	03/15/96	SAS	BRD	1073931	8 54	1188	(305)-829-1024
HEARTLINE COMMUNICATIONS, I	MARSHALL, JOHN	US-13	01/24/96	L	02/29/96	KES	LEON	1074531	55 02	1188	(904)-893-4928
HEARTLINE COMMUNICATIONS, I	TOWNSEND, ELIZABETH	US-13	01/25/96	T	03/15/96	KMT	P1N	1076311	23 72	1188	(813)-321-8258
HEARTLINE COMMUNICATIONS, I	JACOB, EDWARD & DELORES	US-13	01/25/96	T	03/18/96	RWM	LEE	1076491	26 70	1188	(941)-731-5927

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UTILITIES	COMPLAINANT	TYPE	RECORD	SB T	CLOSE	STAFF	COUNTY	COMPLAINT NO	SAVINGS	CODE	PHONE
HEARTLINE COMMUNICATIONS, I	CODDIGN, JAQUELINE	US-13	01/25/96 S	T	02/10/96	DBM	DADE	1077331	0 00	11188	(305)-661-0714
HEARTLINE COMMUNICATIONS, I	FIELDS, MARIE	US-13	01/26/96 S	T	03/15/96	JRO	STL	1079021	7 61	11188	(407)-336-0521
HEARTLINE COMMUNICATIONS, I	WISHART, DAVE	US-13	01/26/96 S	T	03/10/96	JRO	LEON	1079061	17 64	11188	(904)-574-0713
HEARTLINE COMMUNICATIONS, I	STILLI, BRUNO J	US-13	01/26/96 S	T	03/14/96	KMT	FLB	1079431	1 49	11188	(407)-683-7051
HEARTLINE COMMUNICATIONS, I	DALEY, MARISUE	US-13	01/30/96 S	L	02/29/96	DBM	LEON	1088811	97 38	11188	(904)-386-7191
HEARTLINE COMMUNICATIONS, I	THOMPSON, JOSEPH	US-13	01/31/96 S	L	02/29/96	KMT	ESC	1091071	11 75	11188	(904)-327-4354
HEARTLINE COMMUNICATIONS, I	PAUL MOORE INSURANCE SERVICES	US-13	01/31/96 S	L	04/18/96	JRO	LEON	1091091	19 06	11188	(904)-608-1333
HEARTLINE COMMUNICATIONS, I	HEZBERGER, RONALD	US-13	01/31/96 S	T	02/29/96	JRO	MAN	1091111	9 66	11188	(941)-758-3954
HEARTLINE COMMUNICATIONS, I	CALDERON, INES	US-13	01/31/96 S	L	03/10/96	RMW	DADE	1091271	12 53	11188	(305)-661-1420
HEARTLINE COMMUNICATIONS, I	JACOBS, FALCON	US-13	02/01/96 S	L	04/16/96	JRO	FLB	1092491	0 00	11188	(407)-689-8767
HEARTLINE COMMUNICATIONS, I	LAFTER, SUZANNE	US-13	02/01/96 S	L	02/29/96	KMT	INR	1094211	4 35	11188	(407)-659-5043
HEARTLINE COMMUNICATIONS, I	DOYLE, BARRY	US-13	02/01/96 S	L	02/29/96	SMW	BRO	1095291	10 17	11188	(954)-761-9731
HEARTLINE COMMUNICATIONS, I	CAMACHO, JUAN	US-13	02/06/96 S	L	04/25/96	RMW	ORN	1100461	25 45	11188	(407)-281-7164
HEARTLINE COMMUNICATIONS, I	KNUFFT, SHIRLEY	US-13	02/06/96 S	T	02/29/96	SMW	GAD	1100911	10 00	11188	(904)-575-3420
HEARTLINE COMMUNICATIONS, I	GERACE, FRAN	US-13	02/07/96 S	L	03/12/96	SAS	DADE	1101451	19 66	11188	(305)-883-7126
HEARTLINE COMMUNICATIONS, I	CROSS, JOYCE	US-13	02/07/96 S	L	03/14/96	SAS	LEE	1101981	26 20	11188	(941)-481-8259
HEARTLINE COMMUNICATIONS, I	WAGNER, HORACE THOMAS	US-13	02/09/96 S	T	03/12/96	SAS	FLB	1105601	37 34	11188	(407)-795-0775
HEARTLINE COMMUNICATIONS, I	FANN, WILLIAM F. (JR)	US-13	02/12/96 S	T	04/30/96	RMW	DADE	1108931	8 94	11188	(305)-751-6013
HEARTLINE COMMUNICATIONS, I	STEECHER, DONNA	US-13	02/13/96 S	T	03/15/96	DBM	PIN	1109801	87 25	11188	(813)-345-1264
HEARTLINE COMMUNICATIONS, I	POLLARD, LINDA	US-13	02/13/96 S	T	03/15/96	KMT	FLB	1111371	20 75	11188	(407)-732-7355
HEARTLINE COMMUNICATIONS, I	THOMPSON, JOHN (MR.S)	US-13	02/19/96 S	T	04/24/96	JRO	LEE	1122241	11 43	11188	(941)-995-4358
HEARTLINE COMMUNICATIONS, I	NARDONE, TONY	US-13	02/20/96 S	T	02/29/96	SMW	LEE	1124701	79 43	11188	(941)-772-9287
HEARTLINE COMMUNICATIONS, I	CUNNINGHAM, CAROL	US-13	02/22/96 S	T	03/15/96	DBM	LEON	1129081	26 93	11188	(904)-877-3300
HEARTLINE COMMUNICATIONS, I	NARANJO, MARIA	US-13	02/22/96 S	T	03/15/96	SCA	DADE	1130151	42 22	11188	(305)-387-1431
HEARTLINE COMMUNICATIONS, I	DERIVERA, JOSEPH	US-13	02/23/96 S	T	03/14/96	KES	FLB	1130711	10 54	11188	(407)-734-7450
HEARTLINE COMMUNICATIONS, I	WARSHOFSKY, ISAAC	US-13	02/23/96 S	T	03/14/96	SAS	FLB	1131141	8 24	11188	(407)-471-3359
HEARTLINE COMMUNICATIONS, I	ROSATI, PETER	US-13	02/23/96 S	T	03/12/96	SAS	LEE	1131341	38 20	11188	(941)-542-4468
HEARTLINE COMMUNICATIONS, I	BUNTING, GRETA	US-13	02/23/96 S	L	03/26/96	KES	PIN	1131401	6 59	11188	(813)-867-3476
HEARTLINE COMMUNICATIONS, I	JOHNS, LUCY	US-13	02/23/96 S	L	04/18/96	KES	DADE	1131631	28 73	11188	(305)-758-9819
HEARTLINE COMMUNICATIONS, I	RANKIN, GIORIA	US-13	02/26/96 S	T	03/14/96	JRO	FLB	1132011	17 53	11188	(407)-498-4172
HEARTLINE COMMUNICATIONS, I	EATON, TINA	US-13	02/26/96 S	T	03/15/96	KES	ORN	1132711	8 95	11188	(407)-273-5013
HEARTLINE COMMUNICATIONS, I	SZOKO, JEAN	US-13	02/26/96 S	T	03/20/96	JRO	DADE	1133451	8 97	11188	(305)-477-2707
HEARTLINE COMMUNICATIONS, I	TESKE, CAROL	US-13	03/01/96 S	L	03/29/96	SCA	POLK	1147101	30 86	11188	(941)-635-2166
HEARTLINE COMMUNICATIONS, I	MAXWELL, STALEY	US-13	03/04/96 S	T	03/18/96	SCA	LEE	1150491	14 16	11188	(941)-466-7916
HEARTLINE COMMUNICATIONS, I	FLANDERS, GRADY	US-13	03/05/96 S	T	03/30/96	KMT	BRO	1154051	9 34	11188	(954)-730-3515
HEARTLINE COMMUNICATIONS, I	GIUBRATO, GERALD	US-13	03/06/96 S	T	04/18/96	KMT	DUV	1155841	7 60	11188	(904)-389-6608



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HEARTLINE COMMUNICATIONS, I	GUY, JAMES (MRS)	LS-13	03/07/96	5	T	04/18/96	JRD	DUV	1157331	32.11	11188	(904)-768-5418
HEARTLINE COMMUNICATIONS, I	MATHEWS, LISA	LS-13	03/08/96	5	T	03/28/96	SAS	SNR	1159491	18.57	11188	(904)-526-7650
HEARTLINE COMMUNICATIONS, I	SHERRY, HAROLD	LS-13	03/09/96	5	T	04/18/96	JRD	BRD	1161571	6.27	11188	(954)-333-2231
HEARTLINE COMMUNICATIONS, I	DRISCOLL, THOMAS	LS-13	03/11/96	5	T	04/18/96	SAS	LEON	1161991	40.98	11188	(904)-562-4318
HEARTLINE COMMUNICATIONS, I	MELNDEZ, SANDRA	LS-13	03/11/96	5	T	05/22/96	RWM	PLB	1163791	28.31	11188	(407)-641-0674
HEARTLINE COMMUNICATIONS, I	HEWITT, VIRGINIA	LS-13	03/11/96	5	T	04/18/96	SCA	PLB	1164421	26.36	11188	(407)-547-0567
HEARTLINE COMMUNICATIONS, I	ROBERT, E A (MS)	LS-13	03/12/96	5	T	03/30/96	SMW	LEON	1166551	18.94	11188	(904)-575-5698
HEARTLINE COMMUNICATIONS, I	PESSDA, FRANCO	LS-13	03/15/96	5	T	04/11/96	SAS	BRD	1172721	124.63	11188	(954)-564-8622
HEARTLINE COMMUNICATIONS, I	FULLETON, CHRISTINE	LS-13	03/15/96	5	T	04/18/96	SCA	BRD	1174071	9.98	11188	(954)-748-7886
HEARTLINE COMMUNICATIONS, I	WHITE, ANNIE	LS-13	03/16/96	5	T	03/16/96	NEP	LEON	1174411	10.00	11188	(904)-876-5850
HEARTLINE COMMUNICATIONS, I	CHAU, ANTHONY	LS-13	03/18/96	5	T	04/18/96	SAS	ORN	1175121	49.40	11188	(407)-557-5638
HEARTLINE COMMUNICATIONS, I	WANN, ROBIN	LS-13	03/18/96	5	T	04/16/96	SMW	PLB	1175741	4.09	11188	(407)-278-5803
HEARTLINE COMMUNICATIONS, I	ADKINS, CHUCK	LS-13	03/18/96	5	T	04/18/96	KEE	LEON	1176001	13.63	11188	(904)-556-2908
HEARTLINE COMMUNICATIONS, I	DAVIS, J. STANLEY	LS-13	03/18/96	5	T	04/18/96	SAS	STJ	1176181	16.65	11188	(904)-285-2253
HEARTLINE COMMUNICATIONS, I	ORLANDO, K. SANDRA	LS-13	03/21/96	5	T	04/18/96	KMT	SAR	1181091	28.76	11188	(941)-954-5888
HEARTLINE COMMUNICATIONS, I	ROJAS, VERGINIA	LS-13	03/21/96	5	T	04/18/96	KMT	FLA	1181231	3.38	11188	(904)-437-3260
HEARTLINE COMMUNICATIONS, I	DICKSON, JOYCE	LS-13	03/21/96	5	T	04/25/96	KMT	DADE	1182731	9.98	11188	(305)-688-8572
HEARTLINE COMMUNICATIONS, I	BAZAN, LUIS (MRS)	LS-13	03/22/96	5	T	03/22/96	NEP	COLL	1183651	149.85	11188	(941)-775-0235
HEARTLINE COMMUNICATIONS, I	VAARANAM, JOHN	LS-13	03/25/96	5	T	04/18/96	SAS	PLB	1185531	34.80	11188	(407)-433-4419
HEARTLINE COMMUNICATIONS, I	DOUGHERTY, FRANCIS	LS-13	03/25/96	5	T	04/25/96	KMT	MAN	1186801	25.51	11188	(941)-755-7541
HEARTLINE COMMUNICATIONS, I	CORIND, WILLIAM	LS-13	03/28/96	5	T	04/18/96	SAS	HILL	1187981	12.45	11188	(813)-840-0481
HEARTLINE COMMUNICATIONS, I	KAZAR, KIM	LS-13	03/28/96	5	T	04/16/96	KEE	PLN	1188351	10.53	11188	(813)-392-2171
HEARTLINE COMMUNICATIONS, I	CLEMONS, SARAH	LS-13	03/27/96	5	T	04/18/96	JRD	LEON	1189501	11.37	11188	(904)-576-9771
HEARTLINE COMMUNICATIONS, I	GONTEA, GAYLON	LS-13	03/27/96	5	T	04/18/96	RWM	LEE	1189841	15.49	11188	(941)-433-5883
HEARTLINE COMMUNICATIONS, I	BIRSA, MARIAN	LS-13	03/27/96	5	T	04/16/96	SMW	COLL	1192931	41.66	11188	(941)-353-0721
HEARTLINE COMMUNICATIONS, I	RIHAM, PAUL	LS-13	03/29/96	5	T	04/23/96	KMT	PLB	1196721	8.94	11188	(407)-969-3723
HEARTLINE COMMUNICATIONS, I	GORDO, MARGALY	LS-13	03/29/96	5	T	04/25/96	KEE	DADE	1197601	158.06	11188	(305)-823-5766
HEARTLINE COMMUNICATIONS, I	ROSSRADO, BARBARA	LS-13	04/01/96	5	T	04/01/96	NEP	ESC	1199201	36.71	11188	(904)-457-2849
HEARTLINE COMMUNICATIONS, I	GALLARDO, ANITA	LS-13	04/02/96	5	T	04/26/96	SCA	PLB	1200461	161.59	11188	(407)-924-9569
HEARTLINE COMMUNICATIONS, I	THOMAS, OPAL	LS-13	04/02/96	5	T	04/26/96	KMT	PLB	1200921	86.76	11188	(407)-564-6408
HEARTLINE COMMUNICATIONS, I	MOON, DAVID	LS-13	04/03/96	5	T	05/23/96	KEE	1NR	1202721	5.23	11188	(407)-589-8991
HEARTLINE COMMUNICATIONS, I	HEISER, WILLIAM (MRS)	LS-13	04/03/96	5	T	04/23/96	JRD	CKK	1202791	68.63	11188	(904)-283-0374
HEARTLINE COMMUNICATIONS, I	BYRD, BILLY	LS-13	04/03/96	5	T	04/23/96	SAS	HOL	1203841	55.31	11188	(904)-836-4891
HEARTLINE COMMUNICATIONS, I	DUVAL, JOHN	LS-13	04/04/96	5	T	04/26/96	DBM	DUV	1205651	44.91	11188	(904)-710-8923
HEARTLINE COMMUNICATIONS, I	GOUDA, FEIBI	LS-13	04/04/96	5	T	04/24/96	SCA	COLL	1205681	140.07	11188	(941)-643-0831
HEARTLINE COMMUNICATIONS, I	HEISEL, ROBERT	LS-13	04/04/96	5	T	05/07/96	KEE	PLB	1206561	5.32	11188	(407)-498-2799

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HEARTLINE COMMUNICATIONS, I	SIMS, KIM	LS-13	04/05/96 S	T	04/30/96	DBM	MAN	1207721	15.33	1188	(941)-756-7314
HEARTLINE COMMUNICATIONS, I	WALLACE, CARMEN D AND BRUCE W	LS-13	04/08/96 S	T	04/25/96	SAS	PLB	1208291	23.21	1188	(407)-734-8609
HEARTLINE COMMUNICATIONS, I	SINGH, SANYA (MS)	LS-13	04/09/96 S	T	05/07/96	SMW	BRO	1210551	29.30	1188	
HEARTLINE COMMUNICATIONS, I	YORK, RICHARD	LS-13	04/10/96 S	T	05/14/96	RWM	PNL	1211861	12.99	1188	(813)-328-1533
HEARTLINE COMMUNICATIONS, I	BAYER, C REYES	LS-13	04/10/96 S	T	04/30/96	DBM	LEON	1211881	18.82	1188	(904)-422-1293
HEARTLINE COMMUNICATIONS, I	SALMON, ALBERT J	LS-13	04/10/96 S	T	05/07/96	KES	CHA	1212271	90.20	1188	(941)-624-4954
HEARTLINE COMMUNICATIONS, I	HU, YAO-DING	LS-13	04/11/96 S	L	05/07/96	SMW	LEON	1214551	122.44	1188	(904)-422-3533
HEARTLINE COMMUNICATIONS, I	MCINTOSH, JESSIE	LS-13	04/11/96 S	T	05/07/96	SMW	PNL	1215011	22.97	1188	(813)-894-5608
HEARTLINE COMMUNICATIONS, I	SANTIAGO, PEDRO	LS-13	04/12/96 S	T	04/30/96	SCA	DADE	1216891	3.79	1188	(305)-822-5134
HEARTLINE COMMUNICATIONS, I	DELLAPIETRO, ELIZABETH	LS-13	04/12/96 S	T	05/07/96	SAS	SAR	1217031	23.28	1188	(941)-423-0542
HEARTLINE COMMUNICATIONS, I	CRUZ, IRIS	LS-13	04/15/96 S	L	05/07/96	SCA	ORN	1218811	37.47	1188	(407)-293-8542
HEARTLINE COMMUNICATIONS, I	HALL, DENNIS	LS-13	04/15/96 S	L	05/07/96	KMT	MAL	1218861	30.14	1188	(904)-892-3918
HEARTLINE COMMUNICATIONS, I	COLEMAN, JULIA L	LS-13	04/15/96 S	T	04/25/96	RWM	PNL	1219541	21.81	1188	(813)-579-2547
HEARTLINE COMMUNICATIONS, I	HOUCK, TOMMY L	LS-13	04/15/96 S	T	04/18/96	RWM	GAD	1219571	2.98	1188	(904)-539-9729
HEARTLINE COMMUNICATIONS, I	DALTON, GRACIE	LS-13	04/15/96 S	T	04/18/96	RWM	GIL	1219571	0.75	1188	(352)-472-4163
HEARTLINE COMMUNICATIONS, I	SOLER, JORGE	LS-13	04/16/96 S	T	05/07/96	SCA	DADE	1220611	522.04	1188	(305)-868-3540
HEARTLINE COMMUNICATIONS, I	GREENHOUSE, RONALD	LS-13	04/16/96 S	L	05/23/96	KES	BRO	1220801	2.98	1188	(954)-730-0663
HEARTLINE COMMUNICATIONS, I	VERNER, LAWRENCE	LS-13	04/17/96 S	T	05/14/96	RWM	DUV	1221761	94.76	1188	(904)-725-4917
HEARTLINE COMMUNICATIONS, I	NASH, KEVIN	LS-13	04/17/96 S	T	05/23/96	KMT	SAR	1222711	43.20	1188	(941)-423-1271
HEARTLINE COMMUNICATIONS, I	JACKSON, JACK	LS-13	04/18/96 S	T	05/07/96	SCA	LEE	1223551	16.59	1188	(941)-454-6929
HEARTLINE COMMUNICATIONS, I	HINKLE, DAVID	LS-13	04/18/96 S	T	05/09/96	NEW	DADE	1223631	19.63	1188	(305)-883-9833
HEARTLINE COMMUNICATIONS, I	SHAW, DAVID	LS-13	04/19/96 S	T	05/09/96	DBM	BRO	1226521	17.71	1188	(954)-722-8501
HEARTLINE COMMUNICATIONS, I	STEWART, CHARLES W	LS-13	04/22/96 S	T	05/23/96	DBM	SAR	1227931	22.12	1188	(941)-426-2769
HEARTLINE COMMUNICATIONS, I	CONNOLLY, RICHARD	LS-13	04/22/96 S	T	05/14/96	RWM	COLL	1228491	31.68	1188	(941)-262-8523
HEARTLINE COMMUNICATIONS, I	BAKER, JESSIE	LS-13	04/23/96 S	T	05/15/96	RWM	OKA	1229371	13.06	1188	(904)-864-5519
HEARTLINE COMMUNICATIONS, I	SELLS, DOROTHY	LS-13	04/24/96 S	T	05/15/96	SAS	LEE	1230491	25.62	1188	(941)-728-3929
HEARTLINE COMMUNICATIONS, I	PASCAL, CHARLES J	LS-13	04/25/96 S	T	05/14/96	SCA	ORN	1232361	5.00	1188	(407)-678-7911
HEARTLINE COMMUNICATIONS, I	MOSLEY, DANIEL & BARBARA	LS-13	04/25/96 S	T	05/14/96	RWM	SNR	1232451	3.20	1188	(904)-626-7048
HEARTLINE COMMUNICATIONS, I	WHEELER, LUCILLE M	LS-13	04/26/96 S	T	05/15/96	SAS	MAN	1234271	25.82	1188	(941)-741-8088
HEARTLINE COMMUNICATIONS, I	SALES, JOEMAR	LS-13	04/29/96 S	T	05/23/96	RWM	PLB	1235751	148.43	1188	(407)-641-4722
HEARTLINE COMMUNICATIONS, I	ANDERSON, BILLY	LS-13	04/29/96 S	T	05/23/96	RWM	BAV	1236171	18.75	1188	(904)-785-3910
HEARTLINE COMMUNICATIONS, I	JONES, PAUL W	LS-13	04/30/96 S	T	05/24/96	NEW	POLK	1237671	17.74	1188	(941)-688-1080
HEARTLINE COMMUNICATIONS, I	WAUGH, DONALD	LS-13	04/30/96 S	T	05/24/96	SAS	DADE	1238041	7.33	1188	(305)-233-3004
HEARTLINE COMMUNICATIONS, I	SMITH, CECILIA	LS-13	05/03/96 S	T	05/24/96	SAS	ORN	1242541	0.00	1188	(407)-857-7452
HEARTLINE COMMUNICATIONS, I	HALL, FRED	LS-13	05/07/96 S	T	05/23/96	SAS	COLL	1245201	22.83	1188	(941)-657-4051
HEARTLINE COMMUNICATIONS, I	MOBLEY, WILLIE	LS-13	05/07/96 S	T	05/23/96	SAS	ALB	1245271	22.09	1188	(352)-332-7184

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HEARTLINE COMMUNICATIONS	PATEL, SUNIL	IS-13	05/07/96	S	↑	05/23/96	SAS	BAV	1245611	11 39	T1188	(904)-763-5656
HEARTLINE COMMUNICATIONS	TUCK, WILLIAM A	IS-13	05/16/96	S	↑	05/16/96	NEP	GAO	1258541	0 00	T1188	(904)-539-5435
TOTAL SAVINGS: 6206 58											218	records printed

*1/125 1996 to date*

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



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

## Public Service Commission

November 14, 1995

Mr. Joseph R. Harrott  
Heartline Communications, Inc.  
P.O. Box 671008  
Houston, TX 77267-1008

**CERTIFIED**

Dear Mr. Harrott:

Florida consumers have filed 79 complaints to date with this Commission in regard to unauthorized switching of their long distance service to Heartline Communications. This action raises considerable concern. Most of the complaints appear to stem from the use of sweepstakes posters with letter of authorization (LOA) forms attached to enter various types of sweepstakes such as a Hawaiian vacation or to win a Mustang car.

Enclosed is a copy of such an LOA that was found in a restaurant in Tallahassee. We have also observed several other locations using the same display and LOAs. As a certificated long distance company in Florida, you are required to comply with the Commission's rules. These rules were included in your certification package at the time of initial certification and your company signed an acknowledgment card that the rules were understood and all future rules would be followed. Please refer to Rule 25-4.118(2)(b), F.A.C. which requires that the text containing the statement that the LOA will result in the person's long distance service being switched be of at least as large as any other text on the page. Please explain how the enclosed LOA that we removed from one of your displays complies with this rule.

Furthermore, please review the same rule, next sentence, that requires that if the document is not to be used for the sole purpose of requesting a PIC change that the document, as a whole, must not be misleading or deceptive. By attaching your LOAs to a display that solely advertises a Hawaiian vacation or winning a Mustang, the whole document becomes misleading and deceptive. The consumer is easily misled into believing that he is entering a drawing to win something which is not the sole purpose of the LOA. Therefore, I request that you immediately discontinue or modify this practice to comply with the rules.

Please provide a response in writing explaining corrective action taken to comply with

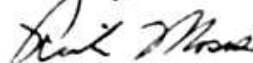
November 14, 1995

Page 2

the Commission's rules, the date of when you have discontinued or modified using the sweepstakes method of obtaining LOAs in compliance with the rules, and a copy of your revised LOA that you will be using in the future by November 29, 1995.

If you have questions, please contact me at 904/413-6582.

Sincerely,



Rick Moses

Eng. Supv.

Bureau of Service Evaluation

c: N. Pruitt, CAF

c: T. Williams, CMU

Record # 1187

# OFFICIAL FORM

TWT

LONG DISTANCE APPLICATION

**PLEASE PRINT - FILL OUT COMPLETELY**

<b>AGE (REQUIRED)</b>	
Under 18	_____
18 to 35	_____
36 & over	_____

DATE: \_\_\_\_\_

FULL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

HOME PHONE (REQUIRED) (\_\_\_\_\_) |\_\_\_\_\_| - |\_\_\_\_\_|  
AREA CODE

SIGNATURE (REQUIRED) *α* \_\_\_\_\_

I am at least 18 years of age. I further understand that I may cancel at any time. I authorize Heartline Communications, Inc. (HCI), to act as my agent, and to convert the long distance service on my phone listed above from my current carrier to HCI. I understand that this LOA changes my carrier, and that I may designate only one carrier at a time for any 1 number. I understand that I will be billed through my local telephone company by HCI. I understand that my local phone company may assess a charge for my conversion to HCI. If this occurs, HCI will pay me back if I send a copy of my bill to: HCI, P.O. 671008 Houston, TX 77267



RECEIVED  
**HEARTLINE COMMUNICATIONS, INC.**

P.O. BOX 671008 / HOUSTON / TEXAS 77267-1008  
(713) 308-1012 / (800) 569-2200 / FAX (713) 308-1059  
1995 DEC 12 AM 11:45

MAIL ROOM

Attachment C

R/M

December 6, 1995

Mr. Rick Moses  
Eng. Supervisor, Bureau of Service Evaluation  
State of Florida Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

VIA FACSIMILE  
ORIGINAL TO FOLLOW



Dear Mr. Moses:

This letter is in response to your letter of November 14, 1995 to Heartline Communications, Inc.

Heartline currently acts as a certified underlying carrier in the State of Florida providing long distance services to independent agents who in turn sell and market to end users.

Please let me explain the current relationship between Heartline and the independent companies associated with the Florida Public Service Commission complaints:

Tropic Tel is the only independent company for which Heartline provides a certified carrier service that offers long distance through a sweepstakes in the State of Florida. Most of these prior complaints were associated with the efforts of Heartline and other independent companies for whom Heartline acted as a certified carrier.

1. Heartline - Prior to January 1, 1995, Heartline acted in a sales and marketing capacity offering long distance service in conjunction with an optional sweepstakes offering. Heartline totally ceased all direct sales and marketing practices as of January 1, 1995.
2. Millennium Telecom - Prior to January 1, 1995, Millennium acted as an independent agent for Heartline. Heartline ceased accepting letters of authorization (LOA) from Millennium after January 1995.
3. Straight Talk - Prior to September 11, 1995, Straight Talk acted as an independent agent for Heartline. Heartline ceased accepting LOA's from Straight Talk as of September 1995.
4. Binning Enterprises - Prior to October 31, 1995, Binning acted as an independent agent for Heartline. Heartline ceased accepting electronically submitted telephone numbers for long distance conversion as of October 31, 1995.
5. Tropic Tel - Tropic Tel became an independent agent of Heartline in June 1995. LOA's are provided to Heartline for review and data entry submission to the local exchange carrier for conversion of long distance service. As of September 11, 1995 Heartline ceased accepting LOA's that were not in compliance with the FCC's order CC Docket No. 94-129. The LOA that Tropic Tel uses was designed in conjunction with Heartline to ensure compliance with the FCC requirements.

Attachment A

Rick Moses  
Florida Public Service Commission  
December 6, 1995  
Page 2

Heartline did not design the marketing display for Tropic Tel; but we believe that the Florida Commission's Rule 25-4.118 (2)(b), F.A.C. regarding text would have to be as large as the very biggest wording on the box. Clearly the headlines must be considered separately, and the LOA must be considered a separate document. The statement that the LOA will result in the person's long distance service being switched must be of at least as large as any other text on the page is being complied with in that the Tropic Tel LOA is utilized for solely to request a PIC change. Our interpretation of the print size required for the portion of the LOA that states "I am at least 18 years of age..." etc. is in compliance because the heading "Official Form" and instruction portion "Please Print - Fill Out Completely" are not part of the "text" that the regulation speaks to. Again, this is our interpretation. If this LOA is not in compliance, we want to work with the Commission to bring it into compliance. We believe that the display clearly states that the consumer has the opportunity to enter a contest as well as changing his/her long distance service. The LOA document is a separate and severable document from this display. Although we believe the display is totally clear, we will ask Tropic Tel on their next printing of the display to add additional language that would remove any doubt concerning the purpose of the display.

Enclosed for your review is a breakdown of all complaints received in our office from January 1, 1995 to date, listing the associated independent companies. All responses have been completed except as indicated. It is Heartline's policy that if we are notified that a telephone number has been changed improperly or by mistake we will rectify it immediately, credit the PIC charges and rerate all calls to the preferred carrier, if applicable.

We want to assure the Commission that we will continue that policy even if the complainant does not contact the Commission. Our company simply needs to be notified and we will make a change. We want to be good corporate citizens in Florida. We have over 12,000 current satisfied customers. The number of complaints is relatively small and arise when an individual improperly signs up for another or the LOA is simply not read.

We sincerely hope that the Commission will not find it necessary to take additional action regarding this matter. Please feel free to call upon me at 1-800-569-7119 for any questions that you may have.

Sincerely,  
**HEARTLINE COMMUNICATIONS, INC.**



Ron Darnell  
Executive Vice President

/kr

enclosure



Attachment

FL PSC COMPLAINTS  
RECEIVED  
01/01/95 TO 11/29/95

DATE RECEIVED	AGENT	COMPLAINANT'S NAME	CASE #
1/19/95	Heartline Communications, Inc.	HURNS, BERNARD	048857P
1/26/95	Heartline Communications, Inc.	MOORE, KATIE MAY	050368P
2/06/95	Heartline Communications, Inc.	SIEWERT, BOGDANO	052080P
2/06/95	Heartline Communications, Inc.	ST. GEORGE COPTIC CHURCH	052105P
2/09/95	Heartline Communications, Inc.	DYKES, GARY	052897P
2/22/95	Heartline Communications, Inc.	EISENBERGER, SHARON	060450P
2/24/95	Heartline Communications, Inc.	PICKETT, PATRICIA	055126P
2/27/95	Heartline Communications, Inc.	SUAREZ, EDDIE	055313P
3/07/95	Heartline Communications, Inc.	YOUNG, GARY	056620P
3/16/95	Heartline Communications, Inc.	ALLEN, WENDELL M	058223P
3/16/95	Heartline Communications, Inc.	BYRER, WILLIAM	059220P
3/16/95	Heartline Communications, Inc.	LACOMBE, LORI	059214P
3/16/95	Heartline Communications, Inc.	LOVETT, JEFFREY	058222P
3/16/95	Heartline Communications, Inc.	VANGAASBECK, ROSEMARY	059223P
3/20/95	Heartline Communications, Inc.	TORRES, SILVIA	046736P
3/23/95	Heartline Communications, Inc.	SAWYER, CHARLES	059516P
3/24/95	Heartline Communications, Inc.	DUNAWAY, CATHERINE	059618P
3/28/95	Heartline Communications, Inc.	SCHREIBSTEIN, ROBERT	060488P
4/05/95	Heartline Communications, Inc.	SOUIRIGI, CARMEN	061730P
4/06/95	Heartline Communications, Inc.	ODELL, NANCY	061723P
4/26/95	Heartline Communications, Inc.	FOURNIER, ROBERT	063670P
4/28/95	Heartline Communications, Inc.	LARZABL, JOSE G. MRS	064460P
5/15/95	Heartline Communications, Inc.	BROWN, JOHN	067292P
6/29/95	Heartline Communications, Inc.	MCNEAL, GERTRUDE	073765P
7/06/95	Heartline Communications, Inc.	SULLIVAN, DANIEL MRS.	074788P
7/06/95	Heartline Communications, Inc.	WEISS, MITCHELL	074695P
7/13/95	Heartline Communications, Inc.	SINGH, HARDEEP	074548P
7/27/95	Heartline Communications, Inc.	RODRIGUEZ, CONCEPCION	078975P
9/13/95	Heartline Communications, Inc.	SLUDER, THOMAS	087360P
9/15/95	Heartline Communications, Inc.	ESPANA, EVELYN	072296P
10/11/95	Heartline Communications, Inc.	LYLEN, IAN	091932P
1/20/95	Millennium Telecom	LODISE, ROCCO	050115P
1/23/95	Millennium Telecom	DEITER, DENNIS	049777P
1/23/95	Millennium Telecom	HOLLAND, STEPHEN	049919P
1/25/95	Millennium Telecom	RAVELLI, JOSEPH	050288P
1/27/95	Millennium Telecom	HOLLEY, VALORIE	050477P
3/10/95	Millennium Telecom	TAFFINDER, CHARLES	057124P
3/28/95	Millennium Telecom	MILLER, MILDRED	060289P
3/30/95	Millennium Telecom	BROWN, CLARENCE	060404P
4/28/95	Millennium Telecom	BUSHMAN, CRAIG	064649P
5/01/95	Millennium Telecom	PETERS, DAVID	065421P
5/22/95	Millennium Telecom	CHARLOTTE COUNTY SCHOOLS	068838P
6/09/95	Millennium Telecom	PHILLIPS, PRESTON	070861P
6/19/95	Millennium Telecom	ROWE, MYLET	071913P
6/20/95	Millennium Telecom	ESTES, CATHELINE	072319P
6/22/95	Millennium Telecom	SUAREZ, ALFONSO	072471P
7/05/95	Millennium Telecom	WILSON, SAMUEL AND BARBARA	078621P
7/17/95	Millennium Telecom	EPSTEIN, DAVID	076618P

FL PSC COMPLAINTS  
RECEIVED  
01/01/95 TO 11/29/95

DATE RECEIVED	AGENT	COMPLAINANT'S NAME	CASE #
8/17/95	Millennium Telecom	DUNCAN, SIMONE	081697P
8/23/95	Millennium Telecom	LYERLY, DAVID	083986P
8/29/95	Millennium Telecom	FOSTER, MICHAEL	083693P
10/02/95	Millennium Telecom	VIOLA, MICHAEL	090965P
10/17/95	Millennium Telecom	NEAL, ROBYN	092347P
.	Millennium Telecom	CHEW, WALTER	056063P
.	Millennium Telecom	DESUE, CLARENCE	087801P
6/26/95	Number is not in our system	BROWN, DOUGLAS	073137P
9/05/95	Number is not in our system	WALLA, KENNETH	084573P
9/25/95	Number is not in our system	ISHAM, ELLEN	089767P
5/30/95	Straight Talk	DELOACH, DANIEL	069340P
6/15/95	Straight Talk	LAPLACE, MARY	071620P
9/26/95	Straight Talk	BYLES, LUCEAIN	090216P
7/24/95	Binning Enterprises, Inc.	SIMMS, WILLIAM	078118P
7/28/95	Binning Enterprises, Inc.	TABLER, GWEN	079573P
8/04/95	Binning Enterprises, Inc.	SPEECE, ROBERT F.	081285P
8/05/95	Binning Enterprises, Inc.	SANTANA, TERESA	081156P
9/07/95	Binning Enterprises, Inc.	FRANCIS, KENNETH	056129P
.	Binning Enterprises, Inc.	SHEERER, GARY MRS.	064115P
9/08/95	Tropic Tel	DINI, GREG	086535P
9/14/95	Tropic Tel	ALEXANDER, LAWRENCE	087569P
9/21/95	Tropic Tel	MCNABB, STEVEN	088374P
11/27/95	Tropic Tel	LOPEZ, JOSE	096739P

\*Cases closed, however, complaints not received prior to this inquiry. Currently in the process of research and response.

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



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

## Public Service Commission

December 13, 1995

Mr. Joseph R. Harrott  
Heartline Communications, Inc.  
P.O. Box 671008  
Houston, TX 77267-1008

Dear Mr. Harrott:

Thank you for your response to my previous letter dated November 14, 1995. Mr. Darnell articulated that Heartline Communications, Inc. (HCI) has discontinued processing letters of authorization for several independent marketing agents when problems occurred. However, it appears that HCI simply eliminates its contractual agreements with its agents after harm has occurred to the Florida end users and does not have a policy in place to prevent these types of complaints from reoccurring with new agents.

In regard to the displays used by Tropic Tel, it is still the Commission staff's position that the use of a sweepstakes billboard or display with LOAs attached is overall deceptive in nature and should not be used for the intent of switching a person's long distance service. Even if additional language is added to the display, unless the added language is at least as large as other text on the display, staff believes it is not in compliance with Rule 25-4.118, F.A.C. Because the LOAs are an integral part of the display we do not believe it should be considered a separate document for compliance with the rule. Your company is the certificated company providing the service and is responsible for the content of the display being used by Tropic Tel. Therefore, continuing to use the existing displays and waiting until the next printing of the displays for corrective action is not appropriate. This matter needs immediate attention.

Accordingly, please respond in writing by December 27, 1995 with an outlined procedural policy that HCI intends to implement that will correct the cause of the complaints of unauthorized switching of long distance service.

Mr. Joseph Harrott  
Page 2

Furthermore, please provide an explanation of corrective action taken to ensure that the displays used by Tropic Tel are in compliance with the Commission's rules. If you have questions, please contact me at 904/413-6582.

Sincerely,

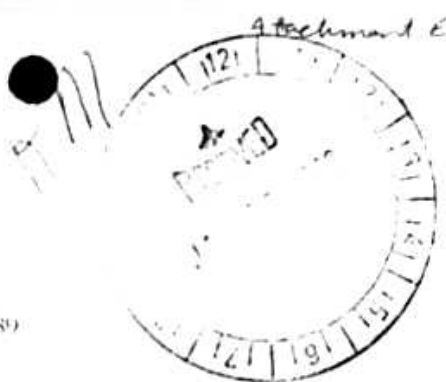


Rick Moses  
Eng. Supv.  
Bureau of Service Evaluation

c: N. Pruitt, CAF  
Record #1187a

THE LUSTIGMAN FIRM  
ATTORNEYS

60TH FLOOR  
EMPIRE STATE BUILDING  
NEW YORK, NY 10118-6098  
TEL (212) 268-0797 • FAX (212) 268-1989



SHELDON S. LUSTIGMAN  
ADMITTED NY & NJ

ANDREW B. LUSTIGMAN  
ADMITTED NJ, DC & MD ONLY

**VIA FAX: (904) 413-6583  
AND REGULAR MAIL**

January 5, 1996

Mr. Rick Moses  
Eng. Supervisor  
Bureau of Service Of Evaluation  
State of Florida Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Heartline Communications, Inc./Tropic Tel

Dear Mr. Moses:

This is to confirm our conversation of today resolving the State of Florida Public Service Commission's concerns regarding the Heartline Communications, Inc./Tropic Tel Sweepstakes promotion. As I previously advised you, we are counsel to Tropic Tel, a marketer of Heartline Communication's long-distance services.

You agreed that the following would resolve the State of Florida's concerns with this promotion. Tropic Tel agrees to revise its box promotion to include the statement "Submission of official entry form can result in change in long distance service". This statement will be in a type size and font similar to the existing statement "See rules on side for entry information" and will be placed in proximity to the drop-in slot. Tropic Tel will promptly begin working to change the boxes that are distributed in Florida to include the disclaimer. This change will appear on all new boxes shipped to Florida and the company will use its best efforts to change all existing boxes in Florida within 90 days.

I appreciate your cooperation on this matter. Please let me know if you have any questions.

Sincerely,

  
ANDREW B. LUSTIGMAN

cc: Tropic Tel  
Heartline Communications, Inc.

**THE LUSTIGMAN FIRM**  
ATTORNEYS

60TH FLOOR  
EMPIRE STATE BUILDING  
NEW YORK, NY 10118-6098  
TEL: (212) 268-0797 • FAX: (212) 268-1989

SHELDON S. LUSTIGMAN  
(ADMITTED NY & NJ)

ANDREW B. LUSTIGMAN  
(ADMITTED NJ, DC & MD ONLY)

**VIA FAX AND REGULAR MAIL**

Mr. Rick Moses  
Eng. Supervisor  
Bureau of Service Of Evaluation  
State of Florida Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

January 16, 1996

Re: Heartline Communications, Inc./Tropic Tel

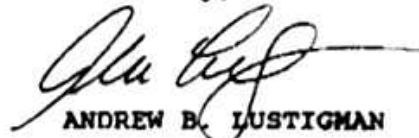
Dear Mr. Moses:

As we had previously discussed, Tropic Tel is revising its box promotion to meet the State of Florida's concerns. A copy of the disclaimer, as it would appear on the box, is enclosed.

I would appreciate it if you would review the disclaimer and let me know if it is satisfactory. As we agreed, the disclaimer would appear in the place of the existing "See Rules" statement.

I look forward to hearing from you shortly.

Sincerely,



ANDREW B. LUSTIGMAN

cc: Tropic Tel  
Heartline Communications, Inc.

**See Rules On Side For Entry Information**  
**Submission Of Official Form Can Result In Change In Long Distance Svc.**



# Public Service Commission

**-M-E-M-O-R-A-N-D-U-M-**

960627-TI

---

**DATE:** May 6, 1996  
**TO:** Tracy Hatch, Chief of Communications, Division of Legal Services  
**FROM:** Kathryn D. Lewis, Regulatory Analyst II, Division of Communications *KL*  
**RE:** Request to open docket to initiate show cause proceedings - Heartline Communications, Inc. (Heartline)

---

Please review the attached information. If you are in agreement that a show cause proceeding is warranted, we request that a docket be opened to initiate show cause proceeding against Heartline for violation of Rule 25-4.118, Florida Administrative Code, Interexchange Carrier Selection. A request to establish docket form is attached for your convenience.