

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

April 2, 1997

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

FROM: DIVISION OF LEGAL SERVICES (PELLEGRINI) *CPM*  
DIVISION OF COMMUNICATIONS (BIEGALSKI, PRUITT) *KB WP*  
DIVISION OF CONSUMER AFFAIRS (DURBIN) *BB BSA*

RE: DOCKET NO. **970097-TI** - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST INTEGRATED TELESERVICES, INC., FOR VIOLATION OF RULE 25-24.490, FLORIDA ADMINISTRATIVE CODE, CUSTOMER RELATIONS; RULES INCORPORATED, AND RULE 25-4.043, FLORIDA ADMINISTRATIVE CODE, RESPONSE TO COMMISSION STAFF INQUIRIES

AGENDA: 4/14/97 - ISSUE 1, PROPOSED AGENCY ACTION; ISSUE 2 SHOW CAUSE - REGULAR AGENDA - INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: S:\PSC\CMU\WP\970097.RCM

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CASE BACKGROUND

Integrated TeleServices, Inc. (ITS), certificate number 4420, is a provider of interexchange telecommunications service and was certificated on May 29, 1996.

ITS was notified on August 14, 1996 of 15 slamming complaints (Attachment A, pages 7-8). It was asked to provide a copy of the script used by its telemarketing staff and to provide an explanation regarding unauthorized primary interexchange carrier changes. ITS provided staff with a copy of its current script on September 3, 1996, but was unable to provide a sufficient explanation of what changes would take place to ensure the Commission that unauthorized primary interexchange carrier changes would no longer occur (Attachment B, pages 9-13).

DOCUMENT NUMBER-DATE

03368 APR-26

FPSC-RECORDS/REPORTING

DOCKET NO. 970097-TI  
DATE: April 2, 1997

As of March 12, 1997, 268 complaints have been received against ITS, and as of January 31, 1997, a total of 191 complaints concerning unauthorized carrier changes (slamming), have been closed by the Division of Consumer Affairs as rule infractions.

Customers complained that ITS's telemarketers were misleading, and said they thought they were speaking with AT&T representatives. ITS has failed to provide staff with any third party verification tapes, but based on the number of consumer complaints the Commission has received, staff believes that ITS does not have adequate safeguards to protect consumers from being switched without authorization.

On March 12, 1997, ITS faxed a letter to staff proposing an informal resolution to the docket (Attachment C, pages 14-15). In its letter, ITS contends that the majority of the complaints were from customers who were sold service prior to the telemarketing changes, or who have canceled their service with ITS, or still owe for the traffic they have used and are only complaining after the account has been referred to a collection agency. ITS also states that it has suspended telemarketing in the state of Florida effective January 28, 1997, pending a resolution of this matter with the Commission. In addition, a monetary settlement of \$10,800 was offered.

#### DISCUSSION OF ISSUES

ISSUE 1: Should the Commission accept the settlement proposed by Integrated TeleServices, Inc. as a resolution of the apparent violations of Rule 25-24.490, Florida Administrative Code, which incorporates Rule 25-4.118, Florida Administrative Code, Interexchange Carrier Selection?

RECOMMENDATION: No.

STAFF ANALYSIS: ITS has not demonstrated to staff's satisfaction that corrective measures have been taken to prevent future violations of Rule 25-24.490, Florida Administrative Code, which incorporates Rule 25-4.118, Florida Administrative Code, Interexchange Carrier Selection. ITS has not provided sufficient information regarding the procedure for satisfying complaints that currently exist and reducing the number of complaints that may arise in the future. ITS merely states it has "implemented more efficient complaint response policies." Also, ITS has not provided

DOCKET NO. 970097-TI  
DATE: April 2, 1997

staff with the corrective measures in place to ensure telemarketing and verification procedures have been revised to reflect that the purpose of the initial telephone call is to solicit the consumers' long distance service. ITS states only that it has a complete new script and new verification company.

Pursuant to Rule 25-4.111(1), Florida Administrative Code, staff believes that ITS must demonstrate the ability to provide timely responses to consumers and the Commission regarding any future complaints that may arise. Staff also believes ITS must establish a consistent policy regarding the issuance of credits and refunds to the consumer. ITS must demonstrate that it will re-rate customer billings to those of the consumer's preferred carrier, if lower, and refund or credit PIC change fees, as stated in Rule 25-4.118(5), Florida Administrative Code. ITS must provide staff with a date specific when existing complaints will be resolved. ITS must provide staff with a copy of the current script used for telemarketing that reflects the purpose of the call is to solicit the consumers' long distance service. ITS must also provide staff with the procedures in place for verification purposes.

Staff believes that \$50,000 is a more appropriate penalty for the apparent violations. Therefore, staff recommends that the Commission reject ITS's proposed settlement of \$10,800.

ISSUE 2: Should Integrated TeleServices, Inc., be ordered to show cause why it should not be fined \$25,000 for apparent violations of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries, and \$25,000 for apparent violations of Rule 25-24.490, which incorporates Rule 25-4.118, Florida Administrative Code, Interexchange Carrier Selection, or have its Certificate No. 4420 canceled, or both?

RECOMMENDATION: Yes. Integrated TeleServices, Inc. should be ordered to show cause in writing within 20 days of the Commission's show cause order why it should not be fined \$25,000 for apparent violations of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries, and \$25,000 for apparent violations of Rule 25-24.490, which incorporates Rule 25-4.118, Florida Administrative Code, Interexchange Carrier Selection, with the monies to be forwarded to the Office of the Comptroller pursuant to Section 364.285(1), Florida Statutes, or have its certificate canceled, or both.

DOCKET NO. 970097-TI  
DATE: April 2, 1997

**STAFF ANALYSIS:** The Division of Consumer Affairs received its first complaint logged against ITS on June 13, 1996, two weeks after its certificate became effective. As of March 12, 1997, 268 complaints have been received against ITS, and as of January 31, 1997, the Division of Consumer Affairs has closed a total of 191 complaints against ITS as rule infractions.

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.

(5) Charges for unauthorized PIC changes and higher usage rate, if any, over the rates of the preferred company shall be credited to the customer by the IXC responsible for the error within 45 days of notification.

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

(a) Identification of the IXC;

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

(c) That the PIC cannot be changed unless the customer authorizes the change.

In most cases, the consumers advised Commission staff that they believed they were speaking with AT&T representatives and they would just be changing to another program within AT&T in order to save money. The consumers did not know their long distance service would be converted to another carrier (Attachment D, pages 16-25).

From the majority of the complaints resolved, it appears ITS has no consistent company policy for complying with Rule 25-4.118(5), Florida Administrative Code, regarding re-rating the ITS charges, if higher, to those of the customers' preferred carrier. The responses reflect that not all of the customer usage charges were re-rated or credited to the customers' accounts. In some

DOCKET NO. 970097-TI

DATE: April 2, 1997

cases, the customers re-rated the bill themselves and submitted the balance, some were issued a full credit, some were issued a credit for the service charges only, and others just refused to pay the bill (Attachment E, pages 26-41).

The company advised staff that it is a reseller of the AT&T Software Defined Network. The company uses third party verification and a welcome package. The letter enclosed in the welcome package states "Thank you for the opportunity to provide your long distance phone services ... exclusively utilizing the AT&T Network." The letter is worded so that it appears that the customer had authorized a savings plan using AT&T's network, rather than the customer's service actually being switched to ITS, which uses the AT&T network. In most complaints received, the customer stated that ITS did not disclose that the purpose of the call was to solicit a change of the PIC (Attachment F, pages 42-43), as is required by Rule 25-4.118(6)(b), Florida Administrative Code.

In addition, ITS has responded late 95% of the time to Commission staff inquiries related to complaints. Rule 25-4.043, Florida Administrative Code, states "the necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry."

By Section 364.285, Florida Statutes, the Commission is authorized to impose upon any entity subject to its jurisdiction a penalty of not more than \$25,000 for each day a violation continues, if such entity is found to have refused to comply with or to have willfully violated any lawful rule or order of the Commission, or any provision of Chapter 364. Utilities are charged with knowledge of the Commission's rules and statutes. Additionally, "[i]t is a common maxim, familiar to all minds, that 'ignorance of the law' will not excuse any person, either civilly or criminally." Barlow v. United States, 32 U.S. 404, 411 (1833). Thus, any intentional act, such as ITS's conduct at issue here, would meet the standard for a "willful violation."

Staff believes that ITS's apparent conduct in switching PICs without customer authorization and failing to timely respond to staff inquiries has been "willful" in the sense intended by Section 364.285, Florida Statutes. In Order No. 24306, issued April 1, 1991, in Docket No. 890216-TL titled In re: Investigation Into The Proper Application of Rule 25-14.003, Florida Administrative Code, Relating To Tax Savings Refund for 1988 and 1989 For GTE Florida, Inc., having found that the company had not intended to violate the rule, the Commission nevertheless found it appropriate to order it to show cause why it should not be fined, stating that "In our



DOCKET NO. 970097-TI  
DATE: April 2, 1997

view, willful implies intent to do an act, and this is distinct from intent to violate a rule."

Accordingly, staff recommends that the Commission find that ITS's apparent violations of Rule 25-24.490, Florida Administrative Code, incorporating Rule 25-4.118, Florida Administrative Code, and Rule 25-24.043, Florida Administrative Code, rise to the level warranting that a show cause order be issued. ITS should be ordered to show cause in writing within 20 days of the order why it should not be fined in the amount of \$25,000 for the apparent violations of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries, and \$25,000 for the apparent violations of Rule 25-24.490, which incorporates Rule 25-4.118, Florida Administrative Code, Interexchange Carrier Selection, or have its certificate canceled, or both. Pursuant to Section 364.285, Florida Statutes, the fines should be forwarded to the Office of the Comptroller for deposit in the State General Revenue Fund.

A show cause order is appropriate to help assure that Florida consumers receive adequate protection from future slamming by requiring the company to demonstrate to the Commission that it is in compliance with the Commission's rules. Fines levied in past orders for similar violations range from \$2,000 to \$100,000.

ISSUE 3: Should this docket be closed?

RECOMMENDATION: No. This docket should remain open pending resolution of the show cause proceeding and to resolve any protest that may be timely filed by a person whose substantial interests are affected by the Commission's decision in Issue 1.

STAFF ANALYSIS: This docket should remain open pending resolution of the show cause proceeding and to resolve any protest that may be timely filed by a person whose substantial interests are affected by the Commission's decision in Issue 1.

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

August 14, 1996

Mr. Greg Garott, Vice President  
Integrated Teleservices, Inc.  
1915 North Fine Street, Suite 101  
Fresno, CA 93727

Dear Mr. Garott:

Our Division of Consumer Affairs has received 15 complaints from consumers that their long distance service was switched to your company without their authorization. I have reviewed the complaints and it appears that your telemarketing efforts are deceptive. Many of the complainants were told that the your representative worked for AT&T and some of them complained that they thought they were simply answering a survey.

Accordingly, please provide a copy of the script that is used by your telemarketing staff. If your company tapes the conversations between the telemarketer and the consumer, include a copy of each conversation in regard to the attached complaints. In addition, please explain what changes you will make to ensure no further complaints will be received by this Commission. Please provide this information by August 29, 1996.

This letter will serve notice that if we continue to receive complaints of this nature, staff will recommend to the Commission that the certificate held by Integrated Teleservices, Inc. be cancelled.

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

Sincerely,

A handwritten signature in cursive script that reads "Rick Moses".

**Rick Moses**  
Engineer Supervisor  
Bureau of Service Evaluation

Record # 2029

FLORIDA PUBLIC SERVICE COMMISSION  
DIVISION OF CONSUMER AFFAIRS

PAGE: 1

SPECIAL REQUEST REPORT  
SLAMMING REPORT PRINTED ON: 08/14/96

UTILITY	COMPLAINANT	TYPE	RECD	J	T	CLOSE	STAFF	COURTY	COMPLAINT NO:	SAVINGS	CODE	PHONE
INTEGRATED TELESERVICES, IN	GLATTINOR COMPANY P.A.	LS-138	06/13/96	L		07/31/96	KMT	PIH	1289351	5.00	11475	(813)-547-5100
INTEGRATED TELESERVICES, IN	OTIS ELEVATOR COMPANY	LS-138	06/13/96	L		07/31/96	KMT	DUV	1289481	25.81	11475	(904)-296-6847
INTEGRATED TELESERVICES, IN	FOX, ROSEMARY	LS-138	06/26/96	T		07/31/96	MEM	HILL	1307061	5.00	11475	(813)-899-9781
INTEGRATED TELESERVICES, IN	MAYELES INDUSTRIAL SALE CORP.	LS-138	06/26/96	L		07/31/96	RUM	DADE	1307581	0.00	11475	(305)-635-6044
INTEGRATED TELESERVICES, IN	VANDERHILL, STEVER	LS-138	06/26/96	L		07/31/96	KMT	DUV	1308741	30.75	11475	(904)-292-2905
INTEGRATED TELESERVICES, IN	THE MIDAS FINANCIAL GROUP INC.	LS-138	06/26/96	L		07/31/96	KMT	DADE	1308991	63.06	11475	(305)-661-8100
INTEGRATED TELESERVICES, IN	COMMUNICATIONS EQUIPMENT SERVICE	LS-138	06/26/96	L		07/31/96	KMT	HILL	1309021	33.61	11475	(813)-882-3100
INTEGRATED TELESERVICES, IN	MARK INTERNATIONAL INC.	LS-138	06/27/96	L		07/31/96	RUM	DADE	1309071	0.00	11475	(305)-885-3141
INTEGRATED TELESERVICES, IN	SHIRLEY M, INC.	LS-138	06/27/96	L		07/31/96	RUM	PIH	1309421	5.25	11475	(813)-521-3004
INTEGRATED TELESERVICES, IN	STONENETZ, CLAUDE A.	LS-138	06/27/96	L		07/31/96	RUM	DUV	1309441	10.82	11475	(904)-246-6191
INTEGRATED TELESERVICES, IN	DESKOR, JORGE	LS-138	06/27/96	L		07/30/96	RES	DADE	1310261	167.20	11475	(305)-388-0845
INTEGRATED TELESERVICES, IN	PIHERITA, NELISSA	LS-138	06/28/96	L		07/31/96	DBM	BRO	1311271	0.00	11475	(954)-587-8598
INTEGRATED TELESERVICES, IN	LANMARK TRADING CORPORATION	LS-138	07/01/96	L		07/31/96	DBM	BRO	1312211	0.00	11475	(954)-581-6356
INTEGRATED TELESERVICES, IN	TECHNICAL TRADING CORP.	LS-138	07/08/96	L		07/31/96	DBM	DADE	1319941	203.17	11475	(305)-633-5205
INTEGRATED TELESERVICES, IN	FIRST COAST STRIPPING & MOBILE	LS-138	07/12/96	T		07/31/96	RUM	DUV	1325951	0.00	11475	(904)-733-5915

15 records printed

TOTAL FOR SLEEPSTAKES: 0  
 TOTAL FOR TELEMARKING: 15  
 TOTAL FOR NAME/ANI MATCH: 0  
 TOTAL FOR KEYPLANCH ENTRY: 0  
 TOTAL FOR RESSELLER-CERTIFIED: 0  
 TOTAL FOR RESSELLER-UNCERTIFIED: 0  
 TOTAL FOR MISLEADING LON: 0  
 TOTAL FOR OTHER: 0



**INTEGRATED  
TELESERVICES**

Wednesday, August 28, 1996

Rick Moses  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Dear Mr. Moses:

Enclosed please find a copy of the current script in use by our telemarketing staff. We have received your request for information regarding complaints filed against INTEGRATED TELESERVICES. We are very concerned about our company's reputation and level of customer service. As the service request originated as a result of marketing telecommunication products over the telephone, the opportunity for misunderstanding is always present. It is our goal to minimize and respond quickly to any misunderstanding that may occur. Per the customer's requests these accounts have been canceled.

Integrated TeleServices is a reseller of the AT&T Software Defined Network (SDN) product. The AT&T product we offer to the public is billed directly through AT&T's Bill Manager Service. We take all steps possible to affirm that we are not AT&T, but we do market their services. It is apparently difficult for some people to understand that AT&T products may be marketed through companies that are not a part of AT&T. We are constantly striving to improve our ability to properly communicate this fact to each potential customer.

We have designed our procedures for new service requests to comply with Section 64.1100 (c) of the FCC regulations. Every new request for Service is verified by an independent, third party verification company. In order to corroborate that we have received a service request from the customer, the third party verification house has implemented a procedure of collecting a date of birth, the last four digits of their social security number, or the mother's maiden name of the new customer.

Telemarketing is a new marketing channel for our company and frankly, we have been quite surprised by the number of customers who have registered complaints. Even though we estimate the number of customers who have complained to be less than 1 percent, our goal is to eliminate even those. We have implemented a new procedure that is designed to further inform and clarify

**INTEGRATED  
TELE  
SERVICES**

Integrated TeleServices' relationship to AT&T, and to identify those customers who misunderstood our telemarketers BEFORE the customer's service is transferred to our company. The enclosed "Welcome" letter and guarantee is sent immediately after a customer's order is verified. We wait 10 days before we provision the customer. If there has been a misunderstanding and the customer calls in, their order is never processed.

We are very concerned about our company's reputation and level of customer service. It is our desire to see such complaints resolved to the satisfaction of the customer. Please advise us of any further procedures you wish us to follow to reach a swift resolution to all complaints.

Sincerely,



Brad Huie  
Customer Service

SCRIPT EDITOR V4.69S  
AT&T NETWORK SERVICES

SCRIPT VERSION 2.12

Page F1 Line 2 Col 65  
Type 255 DD FALSE

+Script-----

Good morning/afternoon may I please speak with the person who manages your AT&T long distance account or is FFFFFFFFFFFFFFFF FFFFFFFFFFFFFFFF in?  
Hi! This is \_\_\_\_, with INTEGRATED TELESERVICES. I'm calling to inform you that your company qualifies for an upgrade to your current AT&T service. You can now access the AT&T Network, with the same quality and service you've come to expect from AT&T, at up to a 35% discount through INTEGRATED TELESERVICES. INTEGRATED TELESERVICES has contracted to provide AT&T service at huge savings directly to you. Your service will remain 100% on the AT&T Network, but you'll be billed by INTEGRATED TELESERVICES' "BILL MANAGER SERVICE". The only difference is that you'll receive HUGE discounts and SUPERIOR customer service through INTEGRATED TELESERVICES! Now Mr/Mrs \_\_\_\_, to CHANGE your service over to INTEGRATED TELESERVICES I just need to gather some information from you.<+>  
\*\*\*\*\* CONTINUE ONLY AFTER ALL INFORMATION IS GATHERED ON LEAD SCREEN \*\*\*\*\*  
Thank you Mr/Ms \_\_\_\_ that's all the information we need. Someone from our quality control/verification department will be calling to double check your information, AND to confirm that I have offered you INTEGRATED TELESERVICES' new AT&T discount program. IT WILL TAKE APPROXIMATELY TWO WEEKS TO CHANGE YOUR SERVICE OVER TO INTEGRATED TELESERVICES. ENJOY YOUR NEW SAVINGS!  
<F2> I don't want to switch from AT&T <F3> Who is INTEGRATED TELESERVICES?  
<F4> Who handles customer service & billing? <F5> Are you AT&T?  
<F6> Why doesn't AT&T contact me directly about this product?

----- PRINTCAP : capturing ...

SCRIPT EDITOR V4.69S  
AT&T NETWORK SERVICES

SCRIPT VERSION 2.12

Page F2 Line 14 Col 32  
Type 255 DD FALSE

+Script-----

I DON'T WANT TO SWITCH FROM AT&T!  
  
INTEGRATED TELESERVICES is a reseller who has contracted to offer you this discounted AT&T program. A RESELLER SELLS THE SAME SERVICE YOU CAN RECEIVE DIRECTLY FROM AT&T AT SIGNIFICANTLY DISCOUNTED RATES!  
  
With this new discounted program your company's service will be carried 100% over the AT&T network and you will continue to receive the AT&T quality you're used to. The difference is a lower cost per minute, higher discounts--up to 30% and a more detailed INTEGRATED TELESERVICES bill. You will also receive 6 second increment billing, unlike the rounded minute billing common to so many of AT&T's programs. INTEGRATED TELESERVICES WILL BILL YOU AND HANDLE ALL YOUR CUSTOMER SERVICE CONCERNS.

----- PRINTCAP : capturing ...

SCRIPT EDITOR V4.69S  
AT&T NETWORK SERVICES

SCRIPT VERSION 2.12

Page F3 Line 11 Col 55  
Type 255 DD FALSE

+Script-----

WHO IS INTEGRATED TELESERVICES?

INTEGRATED TELESERVICES is a long distance reseller. INTEGRATED TELESERVICES has contracted to provide you AT&T service at discounted rates. The FCC won't allow AT&T to offer you this program directly, because AT&T controls 70% of the long distance market and they could force their competitors out of business by lowering their rates. To keep competition alive, the FCC is forcing AT&T to sell its service at artificially high prices. That's why AT&T has contracted to offer you a lower rate for AT&T service through INTEGRATED TELESERVICES and keep you satisfied with AT&T and its family of products.

----- PRINTCAP : capturing ...

SCRIPT EDITOR V4.69S  
AT&T NETWORK SERVICES

SCRIPT VERSION 2.12

Page F4 Line 9 Col 14  
Type 255 DD FALSE

+Script-----

WHO HANDLES CUSTOMER SERVICE AND BILLING?

INTEGRATED TELESERVICES will handle all of your customer service and billing questions directly. Not only will we be available to handle any changes to your phone service, but we will contact you periodically with special offers and new services as they become available. We can help you manage your phone service to keep costs down and enhance your company's communications capabilities.

----- PRINTCAP : capturing ...

SCRIPT EDITOR V4.69S  
AT&T NETWORK SERVICES

SCRIPT VERSION 2.12

Page F5 Line 10 Col 37  
Type 255 DD FALSE

+Script-----

ARE YOU AT&T?

NO! And boy are we glad we're NOT! If we were AT&T we couldn't offer you this incredible discount program on AT&T service. The FCC won't let AT&T sell their service direct to consumers at these low rates because they already control approximately 70% of the market and they could drive their competition out of business! That's why AT&T has contracted with outside companies. AT&T wants you to use their Network and give you a lower rate so you won't switch to another long distance company. The only way they can offer you these reduced rates and discounts is THROUGH companies like INTEGRATED TELESERVICES.

----- PRINTCAP : capturing ...

SCRIPT EDITOR V4.69S  
AT&T NETWORK SERVICES

SCRIPT VERSION 2.12

Page F6 Line 11 Col 4  
Type 255 DD FALSE

+Script-----

WHY DOESN'T AT&T CONTACT ME DIRECTLY ABOUT THIS PROGRAM?

If you only spend \$50.00 or \$350.00 dollars per month, AT&T will offer you their standard rates, and really can't offer you any significant discounts. By utilizing a company like INTEGRATED TELESERVICES, you can take advantage of our huge collective buying power. We buy a HUGE number of minutes from AT&T at a significantly reduced rate! We then pass those savings on to you at rates usually offered only to companies that spend \$5,000.00 or more! You receive the same AT&T service and quality at rates that AT&T offers only to FORTUNE 500 companies.

I just need to ask you a few short questions to get your new service started right away!

----- PRINTCAP : capturing ...



**To: Kelly Biegalski**  
**Company: Florida Public Service Commission**

**From: Greg Garrott**  
**Integrated TeleServices, Inc**  
**Fax (805) 349-3856 (805) 349-3866**

Dear Kelly,

Thank you for giving us the opportunity to present you with additional information. We have been working hard to document information that will show that although the complaints are still coming in, they are a result of our inexperience during our first three months of telemarketing.

We know that, of the complaints we are still receiving that the overwhelming majority:

1. Were marketed prior to the changes we made immediately as we became aware of the problem.
2. Have canceled their service with ITS long ago.
3. Still owe for the traffic that they have used and are now complaining after being contacted by Dun and Bradstreet in an effort to collect.

The major changes made include a complete new script, a new verification company with recorded verification, and a welcome brochure with a 10 day cancellation period.

Upon notification from the commission, ITS voluntarily suspended all Florida telemarketing on January 28, 1997. ITS will not resume telemarketing in Florida until all of the Florida Commissions concerns have been addressed.

ITS is eager and willing to make any and all changes as may be required by the commission. We have already made the decision to delete reference to the utilization of the AT&T network in all further marketing. In addition, ITS has implemented more efficient complaint response policies to ensure timely communication with both FPSC and customers for any complaints that may arise.

Because the complaints represent less than 3% of ITS' Florida customer base, ITS is ready to convey to the Florida commission a settlement in the amount of \$10,800 at the earliest moment. Please note that ITS will not be telemarketing in Florida until all the commissions concerns are addressed.

The 10,000 settlement offer contained in this letter was arrived at by multiplying the approximate 3% complaint rate times the estimated annual current Florida revenue for ITS (\$30,000 per month or 360,000 per year).

Once again, let me reiterate as strongly as possible:

1. ITS is not telemarketing in Florida at this time and will not telemarket until all of the commissions concerns are addressed:
2. ITS has been and continues to be extremely anxious to meet full compliance with all of the commission's requirements for conducting business in Florida.

Thank you for your consideration and I look forward to further communications on this matter.

Greg Garrott

Vice President

Name RISE, WALTER B. (JR)

Company INTEGRATED TELESERVICES, INC.

Request No. 1336951

Address BEVERLY RISE

Attn. BRAD HUIE 1336951

By KMT Time 11:53 AM Date 07/23/95

6404 MANATEE AVENUE WEST, SUITE F

Consumer's Telephone # (941)-794-1244

To CO. Time FAX Date 07/23/96

City/Zip BRADENTON 34209 County MAN

Can Be Reached \_\_\_\_\_

Type S Form MAIL

Account Number \_\_\_\_\_

Note tele

Category \_\_\_\_\_

Company Contact \_\_\_\_\_

Limited Reponse N

Infraction 1s-13B

Closed by NEP Date 11/08/96

Reply Received L

The customer sent the following correspondence concerning being switched without their authorization. Please send the Commission proof of authorization (LOA and/or tape) and apply appropriate rates.

10/29 report indicating customer contacted and full credit provided.  
File closed.

**CONSUMER REQUEST**

**FLORIDA PUBLIC SERVICE COMMISSION**

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL. 32399-0850  
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION

Kenya Thompkins

DUE: 08/07/96

ATTACHMENT D

-9-

# Integrated TeleServices

## Customer Service Contact Report

Brad Huie  
Integrated TeleServices  
530 Bercut Drive  
Suite K  
Sacramento, CA 95814  
Phone: 916-446-8702  
Fax: 916-446-8705

Page: 1  
Date: 9/11/96  
Time: 9:02AM

Number of Contacts: 1

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To:

Agency: Florida Public Service Commission  
Division: Consumer Protection  
Rep: Kenya Thompkins

Phone: 904-413-6100  
Fax: 904-413-6362

Regarding:

Ref#: 133805I

Company: Rise Walter (JR)  
Contact: Beverly Rise  
Phone: 841-794-1244 Ext:  
Address: 6404 Manatee Ave ...

CC: 1

City: Bradenton  
State: FL  
Zip Code: 34209

Last Results: Spoke with customer  
ID/Status: Closed

Complaint: Switched without authorization  
Blocked:  
Credit: Credit / Under \$20.00

Notes:

9/11/96: (Brad Huie) Customer service spoke to Ms. Rise we agreed to credit her account in full.

WALTER B. RISE, JR.

6404 Manatee Avenue, West, Suite F -- Bradenton, Florida 34209 -- (941) 794-1244

July 18, 1996

- 2 -

Ms. Bev DeMello  
Division of Consumer Affairs  
Florida Public Service Commission  
2546 Shumard Oak Blvd.  
Tallahassee, Florida 32399

Dear Ms. DeMello:

While I was on vacation in June, a representative from ITS Corporate Services called but did not identify themselves as being from that company. My husband who took the call was led to believe they were from AT&T and only wanted to change us to another program which would save us money. I had previously told him about companies who call and lead you to believe that they are AT&T when, as I understand it, they are only using AT&T lines, so he asked several times, "Are you AT&T?" He was always told yes. He was told that a supervisor would be calling back to confirm this transaction. When the supervisor called, he again asked, "Are you really AT&T?" The reply was, "Yes".

Upon my return, a letter was received from ITS Corporate Services regarding the phone service. It said that the service would be processed in 5 days and if we did not wish to take advantage of their program, we should call. I immediately called and told them we did not wish their service. I was told that they would cancel the order. I am enclosing a copy of that letter.

Recently most of our long distance calls have been within the area of GTE, our local carrier. When I tried to call out of the area, I got a message that said "Your call cannot be completed as dialed." When I realized I was getting that message on numbers that I knew had not changed, I called GTE. They referred me to AT&T. When I called AT&T they said that our service with them had been disconnected.



WALTER B. RISE, JR.

6404 Manatee Avenue West, Suite F -- Bradenton, Florida 34209 -- (941) 794-1244

Division of Consumer Affairs

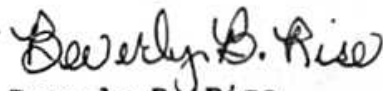
Page 2

July 18, 1996

That is when I pulled out the letter that I had received and again called ITS Corporate Services. It seems that we had been connected and then disconnected. However, nothing was done to let me know that we now were in some sort of limbo where we had no long distance carrier outside the GTE calling area.

Is it lawful for them to say that they are AT&T when they are not? I have an IBM computer, but that does not make me IBM.

Sincerely,



Beverly B. Rise

Enclosure

Name FAULKNER ENTEPRISES  
Address RAY FAULKNER  
6800 SW 44TH STREET  
City/Zip DAVIE 33314 County BRO  
Account Number \_\_\_\_\_  
Company Contact \_\_\_\_\_

Company INTEGRATED TELESERVICES, INC.  
Attn. BRAD HUIE 149471  
Consumer's Telephone # (954)-792-5277  
Can Be Reached \_\_\_\_\_  
Note tele  
Limited Response Y

Request No. 1494711  
By DBM Time 9:22 AM Date 11/27/96  
To CO. Time FAX Date 11/27/96  
Type S Form MAIL  
Category \_\_\_\_\_  
Interaction 15-138  
Closed by NEP Date 12/31/96  
Reply Received L

See enclosed correspondence regarding unauthorized carrier change. Please provide proof of authorization. Appropriate credits are requested. Please send the customer a copy of your response to this inquiry.

12/30 report indicating customer refuses to pay bill.  
12/31 spoke to Mrs. Faulkner. She said she was on Vartec's Dime Line Plan of 10 cents a minute 24 hours a day.

12/31 TO COMPANY BY FAX: Please contact Mrs. Faulkner and rerate calls to Dime Line, otherwise she said they would not pay the bill.

**CONSUMER REQUEST**

**FLORIDA PUBLIC SERVICE COMMISSION**

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL. 32399-0850  
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Doug Martin

DUE: 12/17/96

-20-

ATTACHMENT D

## *Integrated TeleServices* Customer Service Contact Report

Brad Huie  
Integrated TeleServices  
530 Bercut Drive  
Suite K  
Sacramento, CA 95814  
Phone: 916-446-9702  
Fax: 916-446-9705

Page: 1  
Date: 12/30/96  
Time: 2.00PM

Number of Contacts: 1

---

To:

Agency: Florida Public Service Commission  
Division: Consumer Protection  
Rep: Doug Martin

Phone: 904-413-5100  
Fax: 904-413-5362

Regarding

Ref#: 1494711

Company: Faulkner Enterprises  
Contact: Ray Faulkner  
Phone: 954-792-5277 Ext.  
Address: 6800 SW 44th ST

CC: 1

City: Davie  
State: FL  
Zip Code: 33314

Last Results: Spoke with customer  
ID/Status: Open

Complaint: Switched without authorization  
Blocked  
Credit: Customer refuses to pay bill

Notes:

12/15/96: (Brad Huie) Customer is refusing to pay his bill.

Nov 19, 1996

Florida Public Service Comm.  
2540 Shumard Blvd  
Tallahassee, FL 32399

RE: Telephone charges  
Acct # 661-8390-295  
Phone # 954 792-5277, 792-3737



Gentlemen,

While reviewing my July 14th Bell South phone bill a 'one time charge for changing my InterLATA LD carrier to AT&T' caught my eye since AT&T had always been our LD carrier. Needless to say I called Bell South immediately and was told a Company called Network Services had ordered the change. I managed to reach them and was told they had ordered the work on behalf of some one called Integrated Tele Services.

Several days were required to reach the second Company who said yes they had ordered the work but had no idea who Network Services were. On July 26 I talked to a representative of ITS who said I had agreed to the switch to ITS, this very much to my surprise. It seems on June 10 someone had called and plainly and with no mistake said they were AT&T and had a new program to offer to lower LD rates, always looking to save money I said ok.

As it turns out it was not AT&T but our good friends at ITS who passed themselves off as AT&T. This same phone call on July 26 the rep I talked said yes they have had a lot of problem with misrepresentation like this. I was asked what my bill amount was, since I had not yet received a bill from ITS I didn't know. I was told it might take a couple of bill periods for the charges to be wiped out, so just ignore the bills.

Not only was our home line switched but also our business line as well. The last entry on our bills from ITS/Network Services was July 15, which is the day I discovered the switch and had the service changed back to AT&T and also a block placed so no one can switch again.

When it became apparent the bills were not going away as I was told, I contacted Network Services who informed me ITS had no authority to write off any charges for anyone, the money is owed Network Services because they buy time from AT&T and resell said time, in this case to ITS who unbeknown to me was reselling the time to me.

The above was said to say we don't deny making the calls in question but to pay for the calls would seem like rewarding someone for their deceit and fraud, that grates against my sense of fair play. If you also consider the fact Network Services told me they were cutting ITS out due to non payment and I assume this same type of problems.

I therefore formally protest this set of charges and suggest the perpetrator of the fraud be required to reimbursed whoever is owed the charges.

Respectfully,



Ray Faulkner  
6800 SW 44th St  
Davie, FL 33314



September 9, 1996

Florida Public Service Commission  
Office of Consumer Affairs  
101 E. Gains Street  
Tallahassee, FL 32301-8153  
1-800-342-3552

To whom it may concern.

I am writing to express my extreme dissatisfaction with companies that resell "AT&T's long distance service. Our office is bombarded with calls from companies that claim that they are AT&T, with marketing tactics that are unethical. They range all the way from unsubstantiated claims of savings (30%-50%-or more), to high pressure telemarketing techniques, and converting service without user's permission.

Previously our communication services were converted without our permission. We had to spend several hours on the telephone to get our service reconverted to AT&T. Yesterday I received a call from one of these companies. When I informed the sales representative that he needed to contact my assigned DIRECT AT&T Account Consultant he orally threatened to disconnect our long distance service.

Just today I received the attached notification from another company attempting to convert my service. On the fine print of the 100% Guarantee it appears that if I do not call them, my lines will be switched. Of course this also took up several hours to clear up.

Communication is the lifeblood of this and most other companies in the US today. How can companies be allowed to convert service without permission and be allowed to use unethical sales practices? What can the FCC do to alleviate this difficulty? I have already contacted my local carrier to insure my lines can not be converted in the future.

Please contact me at (813) 968- 7500 with the status of this complaint or if you have any questions.

Sincerely,



Monica M. Field  
Business Manager

cc: Sean M. Field, Pres. LDS



## *Integrated TeleServices*

### Customer Service Contact Report

Brad Huie  
 Integrated TeleServices  
 530 Bercut Drive  
 Suite K  
 Sacramento, CA 95814  
 Phone 916-446-9702  
 Fax: 916-446-9705

Page: 1  
 Date: 12/30/96  
 Time: 2:22PM

Number of Contacts: 1

**To:**

Agency: Florida Public Service Commission  
 Division: Consumer Protection  
 Rep: Doug Martin

Phone: 904-413-6100  
 Fax: 904-413-6362

**Regarding**

Ref#: 149450

Company: Laboratory Data Systems Inc  
 Contact: Monica Field  
 Phone: 813-968-7500 Ext.  
 Address: 14502 Dale Mabry Hwy  
 Suite 327

CC: 1

City: Tampa  
 State: FL  
 Zip Code: 33618

Last Results: Spoke with customer  
 ID/Status: Closed

Complaint: Mr was Never Signed up for program never recieved a bill  
 Blocked:  
 Credit:

**Notes:**

12/10/96: (Brad Huie) Customer service spoke to customer and she was never signed up for service and never recieved a bill.

Name WILLIAMS WHOLESALE SEAFOOD  
Address BENJAMIN WILLIAMS  
11610 SAN JOSE BOULEVARD  
City/Zip JACKSONVILLE 32223 County DUV  
Account Number \_\_\_\_\_  
Company Contact \_\_\_\_\_

Company INTEGRATED TELESERVICES, INC.  
Attn. BRAD HUIE 131785  
Consumer's Telephone # (904)-268-8918  
Can Be Reached \_\_\_\_\_  
Note tele  
Limited Reponse N

Request No. 1317851  
By JRD Time 1:21 PM Date 07/05/96  
To CO Time FAX Date 07/08/96  
Type S Form MAIL  
Category \_\_\_\_\_  
Infraction 1s-13B  
Closed by NEP Date 12/26/96  
Reply Received L

See attached correspondence concerning unauthorized PIC change.  
Customer appears to have been billed for calls made prior to the date ITS received a certificate from the FPSC.

7/31/96 FAX TO COMPANY: A RESPONSE TO THIS INQUIRY WAS DUE ON JULY 23.

10/11/96 FAX TO ITS: I STILL HAVEN'T RECEIVED A RESPONSE TO THIS INQUIRY. PLEASE PROVIDE A RESPONSE BY 10/17/96.

10/25/96 Sent certified letter.

11/5/96 Return receipt received.

11/26 report indicating customer refuses to pay bill.

12/3 called left message that we could only ask that the charges be rerated.

No response from customer.

**CONSUMER REQUEST**

**FLORIDA PUBLIC SERVICE COMMISSION**

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL. 32399-0850  
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Richard Durbin

DUE: 07/23/96

ATTACHMENT E  
PAGE 1 OF 1

-26-

NOV-26-96 84184 PR NOV 1996 TELEPHONE

ATTACHMENT E

## Integrated TeleServices

### Customer Service Contact Report

Brad Huie  
Integrated TeleServices  
530 Bercut Drive  
Suite K  
Sacramento, CA 95814  
Phone: 916-446-9702  
Fax: 916-446-9705

Page: 1  
Date: 11/26/96  
Time: 2:53PM

Number of Contacts: 1

---

To:

Agency: Florida Public Service Commission  
Division: Consumer Protection  
Rep: Richard Durbin

Phone: 904-413-6100  
Fax: 904-413-6362

Regarding

Ref#: 131785

Company: Williams Wholesale Seafood  
Contact: Benjamin Williams  
Phone: 904-268-8918 Ext.  
Address: 11610 San Jose Blvd

CC: 1

City: Jacksonville  
State: FL  
Zip Code: 32223

Last Results: Spoke with customer  
ID/Status: Open

Complaint: Switched without authorization  
Blocked:  
Credit: Customer refuses to pay bill

Notes:

There are no notes for this contact.

WILLIAMS WHOLESALE SEAFOOD INC  
 DBA FISHERMAN'S DOCK  
 11010 SAN JOSE BLVD  
 JACKSONVILLE, FL 32223  
 (904) 268-8918  
 (904) 268-5708 FAX

RECEIVED

June 27, 1996

JEL-5

Florida Public Service Commission  
 2510 Shumard Oak Blvd  
 Tallahassee, FL 32309-0750

Dear Sir:


Enclosed please find the letter we sent to Integrated Tele Services in response to the bill sent to us. We have always had our long distance service with AT&T, which has always been paid in full and on time. This month we received a bill from Integrated Tele Service, which you see attached. We never authorized this change. In checking with AT&T we are told that Bell South changed over the long distance on Integrated Tele Services' authorization. How can they do this? Who should tell the consumer to be the one to advise Bell South if they want their service changed?

I am told that now I can put a pick freeze on my Bell South account so that this cannot take place again. Why isn't it this way to begin with?

What can be done to keep companies from doing business in this manner?

Thank you for your help in this matter.

Sincerely,

  
 James Williams  
 President

HSW/kw

Enclosures



WILLIAMS WHOLESALE SEAFOOD INC.  
DBA/ FISHERMAN'S DOCK  
11610 SAN JOSE BLVD.  
JACKSONVILLE, FL 32223  
(904) 268-8918  
(904) 262-2708 FAX

June 27, 1996

Integrated Tele Services  
1915 North Fine St  
Suite 101  
Fresno, CA 93727

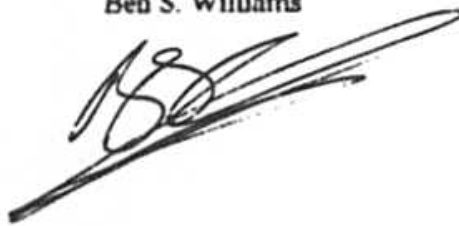
Re: Acct. # 661-8338-254

Dear Sirs,

Please be advised that the enclosed bill for long distance services will never be paid! Authorization for this change was never made! I do not appreciate the deceitful way you operate your business. It is appalling to me that you can make this change in my phone service and never even talk to me.

My service has been returned to AT&T and procedures have been taken so that this will never happen again. We are reporting you to the State Utilities Commission for fraudulent business practices.

Ben S. Williams



BSW/kw

# INTEGRATED TELE SERVICES

ATTACHMENT E  
Page 5 of 18

CUSTOMER: WILLIAMS WHOLESALE SEAFOOD  
ATTN BENJAMIN WILLIAMS  
11610 SAN JOSE BLVD  
JACKSONVILLE FL 32223

ACCOUNT NUMBER: 661-8338-254  
INVOICE DATE: 06/17/96  
DUE DATE: PAYABLE UPON RECEIPT  
FOR BILLING INQUIRIES: 1 (800) 562-4230  
FOR SERVICE INQUIRIES: 1 (888) 360-4288

## BALANCE BROUGHT FORWARD

PRIOR BALANCE	\$ .00
PAYMENTS	\$ .00
ADJUSTMENTS	\$ .00
BALANCE FORWARD	\$ .00

## NEW CHARGES

LONG DISTANCE CHARGES	\$106.62	
OTHER CHARGES	\$5.00	
FEDERAL TAX/SURCHARGE	\$3.27	
ST/LOCAL TAX/SURCHARGE	\$15.34	
TOTAL NEW CHARGES		\$130.23
NEW BALANCE		\$130.23

## MESSAGES

ITS Network Services welcomes you to our discount services. Please share the fantastic savings opportunity with your business associates.

ITS Network Services provides you with these substantial discounts on your long distance calling. We are committed to providing you with the highest quality...and the best customer service.

Rates and fees established by: INTEGRATED TELE SERVICES

88101F REV 1 0 02/88

# INTEGRATED TELE SERVICES

1915 NORTH FINE ST. SUITE 101  
FRESNO CA 93727

PLEASE DETACH AND RETURN STUB PORTION WITH YOUR REMITTANCE

LONG DISTANCE SERVICES PROVIDED BY  
INTEGRATED TELE SERVICES

INVOICE DATE: 06/17/96

AMOUNT DUE: \$130.23

PLEASE WRITE YOUR ACCOUNT NUMBER (661-8338-254) ON YOUR CHECK

MAKE CHECKS PAYABLE TO: NETWORK SERVICES

6618338254061796000130234

WILLIAMS WHOLESALE SEAFOOD  
ATTN BENJAMIN WILLIAMS  
11610 SAN JOSE BLVD  
JACKSONVILLE FL 32223

NETWORK SERVICES  
DEPT #1212  
P O BOX 55000  
DETROIT, MI 48255-1212

Name SOLOMON, ALICE G.

Company INTEGRATED TELESERVICES, INC.

Request No. 1321641

Address 9661 SUNRISE LAKES BLVD.

Attn. BRAD HUIE

By RHM Time 11:46 AM Date 07/10/96

APT. 306

Consumer's Telephone # \_\_\_\_\_

To CO Time FAX Date 07/11/96

City/Zip FORT LAUDERDALE 33322 County BRO

Can Be Reached \_\_\_\_\_

Type S Form MAIL

Account Number 661-8327-104

Note telemarketing

Category \_\_\_\_\_

Company Contact \_\_\_\_\_

Limited Reponse N

Infraction 1s-13B

Please see attached correspondence concerning slamming of customer's service. Please investigate, contact customer and apply appropriate credits. A report is due by the date below, include a copy of the LOA and or tape.

Closed by NEP Date 11/21/96

Reply Received L

11/4 Report indicating customer contacted and customer would prorate check and send in balance. File closed.

### CONSUMER REQUEST

## FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL. 32399-0850  
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Ruth W. McHarque

DUE: 07/26/96

ATTACHMENT E

-31-

# Integrated TeleServices

## Customer Service Contact Report

Brad Huie  
Integrated TeleServices  
530 Bercut Drive  
Suite K  
Sacramento, CA 95814  
Phone: 916-448-9702  
Fax: 916-448-9705

Page: 1  
Date: 9/11/96  
Time: 8:53AM

Number of Contacts: 1

To:

Agency: Florida Public Service Commission  
Division: Consumer Affairs  
Rep: Ruth W. McHarque  
Phone: 904-413-6100  
Fax: 904-413-6382

Regarding:

Ref#: 1321641

Company:  
Contact: Alice G Solomon  
Phone: 954-741-1195 Ext: CC: 1  
Address: 9661 Sunrise Lake...  
Apt 306

City: Fort Lauderdale  
State: FL  
Zip Code: 33322

Last Results: Spoke with customer  
ID/Status: Closed

Complaint: Switched without authorization  
Blocked:  
Credit: pro-rated billing

Notes:  
9/11/96: (Brad Huie) Alice Solomon has already pro-rated her bill and is sending a check for the balance of her bill.

Alice G. Solomon

Apartment 306  
9661 Sunrise Lakes Boulevard  
Sunrise, Florida 33322

Florida Public Service Commission  
Division of Consumer Affairs  
2540 Shumard Oak Boulevard  
Tallahassee, Fl 32399-0850

TO WHOM IT MAY CONCERN:

This is a complaint about Integrated TeleServices, which had BellSouth switch me from AT&T to their company.

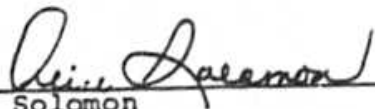
I did not give Integrated TeleServices approval of this, either in writing or verbally.

This sort of underhanded business practice should not be allowed and I urge your agency to do something to stop them. They should be put out of business.

I am very angry and disturbed that a company can interfere in my affairs. (This is not the first company to do this.)

I think that BellSouth should also be required to have a request in writing from their customer before they automatically switch someone to another company simply because the new company tells them to do so.

Thank you for your attention to this very serious matter.



Alice Solomon

Name STARR, IVAR M. ATTORNEY AT LAW

Company INTEGRATED TELESERVICES, INC.

Request No. 1346451

Address 350 LINCOLN RD SUITE 407

Attn. BRAD HUIE 134645

By DBM Time 12:30 PM Date 07/30/96

City/Zip MIAMI 33139 County DADE

Consumer's Telephone # (305)-532-4327

To CO. Time FAX Date 07/30/96

Account Number 661-8335-381

Can Be Reached \_\_\_\_\_

Type S Form Phone

Company Contact \_\_\_\_\_

Note telemarketing

Category \_\_\_\_\_

Limited Reponse Y

Infraction 1s-13B

Closed by NEP Date 10/15/96

Reply Received L

See enclosed correspondence regarding unauthorized carrier change. Please provide proof of authorization. Appropriate credits are requested to cover switching fees and/ or differences in rates. Please send the customer a copy of your response to this inquiry.

10/3 Report indicating credit and customer contacted.  
File closed.

**CONSUMER REQUEST**

**FLORIDA PUBLIC SERVICE COMMISSION**

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL. 32399-0850  
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Doug Martin

DUE: 08/14/96

ATTACHMENT E

-34-

## *Integrated TeleServices*

### Customer Service Contact Report

Brad Huie  
 Integrated TeleServices  
 530 Bercut Drive  
 Suite K  
 Sacramento, CA 95814  
 Phone: 916-446-9702  
 Fax: 916-446-9705

Page: 1  
 Date: 9/26/96  
 Time: 9:17AM

Number of Contacts: 1

**To:**

Agency: Florida Public Service Commission  
 Division: Consumer Affairs  
 Rep: Doug Martin

Phone: 904-413-6100  
 Fax: 904-413-6362

**Regarding**

Ref#: 1346451

Company: Mr. Ivar M Starr ( Attorney at Law)  
 Contact: Mr. Ivar Starr  
 Phone: 305-532-4327 Ext.  
 Address: 350 Lincoln Rd

CC: 1

City: Miami  
 State: FL  
 Zip Code: 33139

Last Results: Spoke with customer  
 ID/Status: Closed

Complaint: Switched without authorization  
 Blocked: YES  
 Credit: \$5.00 billing charge

**Notes:**

07/01/96 (Brad Huie) customer service contacted Mr. Starr and we agreed to credit him for the service charges only.



# Integrated TeleServices

## Customer Service Contact Report

Brad Huie  
 Integrated TeleServices  
 530 Barcut Drive  
 Suite K  
 Sacramento, CA 95814  
 Phone: 916-446-9702  
 Fax: 916-446-9705

Page: 1  
 Date: 9/12/96  
 Time: 7:17AM

Number of Contacts: 1

To:

Agency: Florida Public Service Commission  
 Division: Consumer Affairs  
 Rep: Doug Martin

Phone: 904-413-6100  
 Fax: 904-413-6362

Regarding:

Ref#: 1346451

Company: Mr. Ivar M Starr (Attorney at Law)  
 Contact: Mr. Ivar Starr  
 Phone: Ext. CC: 1  
 Address:

City:  
 State:  
 Zip Code:

Last Results:  
 ID/Status:

Complaint:  
 Blocked:  
 Credit:

Notes:

9/12/96: (Brad Huie) We need More information on this customer. We never received original complaint.

IVAR M. STARR  
ATTORNEY AT LAW  
SUITE 407  
350 LINCOLN ROAD  
MIAMI BEACH, FLORIDA 33139

MEMBER OF FLORIDA AND  
NEW YORK BARS

TELEPHONE  
(305) 532-4327  
FAX  
(305) 534-1631

June 28, 1996

INTEGRATED TELESERVICES  
1915 North Pine St. Suite 101  
Fresno CA 93727

Re: Account No. 661-8335-381  
Invoice Date: 06/17/96

GENTLEMEN:

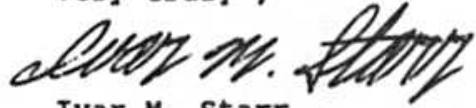
THIS LETTER IS TO INFORM YOU THAT I HAVE NOT AUTHORIZED ANY CHANGE FROM MY AT&T LONG DISTANCE SERVICE. I HAVE NO IDEA WHO YOU ARE AND I WILL NOT BE "SLAMMED" FROM AT&T.

I will pay for the long distance charges and tax totaling \$7.77, however, I will not pay any service charge since this change was not authorized by me. You didn't even have my suite number on the invoice.

As of 6/24/96, I informed both AT&T and BellSouth Telecommunications that I will deal directly with AT&T and any future changes must be done with written authorization.

I HOPE I HAVE MADE MYSELF CLEAR.

Very truly ,



Ivar M. Starr

IMS/ms

cc: AT&T  
ROBERT BUTTERWORTH, FLORIDA ATTORNEY GENERAL

RECEIVED

JUL 0 3 1996

CONSUMER UNIT  
HOLLYWOOD OFFICE

Name DESIGNER SYSTEMS, INC.  
Address LYNDA BRYAN  
9119 MERRILL ROAD, SUITE 9  
City/Zip JACKSONVILLE 32225 County DUV  
Account Number 661-8340-622  
Company Contact \_\_\_\_\_

Attn. Brad Huie  
Consumer's Telephone # (904)-744-6700  
Can Be Reached \_\_\_\_\_  
Note telemarketing  
Limited Reponse N

By JRD Time 3:08 PM Date 07/02/96  
To CO Time FAX Date 07/02/96  
Type S Form FAX  
Category \_\_\_\_\_  
Infraction LS-138  
Closed by NEP Date 08/27/96  
Reply Received L

See attached correspondence concerning unauthorized PIC change.  
The billing appears to have commenced prior to ITS having received a certificate from the PSC.

7/25/96 FAX TO COMPANY: A RESPONSE TO THIS INQUIRY WAS DUE BY JULY 18, 1996.  
7/25 Report indicating customer contacted and full credit applied.  
8/19/96 Customer called with their new address: 3413 Southside Boulevard Suite 3, Jacksonville, FL 32316. (904)642-4611.  
File closed.

10/15/96 Customer called and said that she had received a bill dated 9/17 that still showed the charges. I called Brad Huie and left a message for him.  
10/16/96 Left message for Brad Huie to call me.  
10/23/96 FAX TO ITS: WHAT HAS BEEN DONE TO RESOLVE THIS CUSTOMER'S PROBLEM?  
Report received.

**CONSUMER REQUEST**

**FLORIDA PUBLIC SERVICE COMMISSION**

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL. 32399-0800  
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Richard Durbin

DUE: 07/18/96

ATTACHMENT E  
Page 1 of 15

# Integrated TeleServices

## Customer Service Contact Report

Brad Huie  
 Integrated TeleServices  
 530 Bercut Drive  
 Suite K  
 Sacramento, CA 95814  
 Phone: 916-446-9702  
 Fax: 916-446-9705

Page: 1  
 Date: 9/11/96  
 Time: 7:58AM

Number of Contacts: 1

To:

Agency: Florida Public Service Commission  
 Division: Consumer Affairs  
 Rep: Richard Durbin

Phone: 904-413-8100  
 Fax: 904-413-8382

Regarding:

Ref#: 1313801

Company: Designer Systems, Inc.  
 Contact: Lynda Bryan  
 Phone: 904-744-6700 Ext:  
 Address: 8119 Merrill Road...

CC: 1

City: Jacksonville  
 State: FL  
 Zip Code: 32225

Last Results: Spoke with customer  
 ID/Status: Closed

Complaint: Switched without authorization  
 Blocked: 7/18/96  
 Credit: Full credit for all charges

Notes:

7/25/96: (Brad Huie) Customer service spoke with contact. Customer was unaware that Paul had authorized. Full credit issued.

# Integrated TeleServices

## Customer Service Contact Report

ATTACHMENT E

Brad Huie  
Integrated TeleServices  
530 Bercut Drive  
Suite K  
Sacramento, CA 95814  
Phone: 916-446-9702  
Fax: 916-445-9705

Page: 1  
Date: 7/25/96  
Time: 4:50PM

Number of Contacts: 1

## To

Agency: Florida Public Service Commission  
Division: Consumer Affairs  
Rep: Richard Durbin  
Phone: 904-413-6100  
Fax: 904-413-6362

## Regarding

Ref#: 1313601

Company: Designer Systems, Inc.  
Contact: Lynca Bryan  
Phone: 904-744-6700 Ext. CC 1  
Address: 9119 Merrill Road...

City: Jacksonville  
State: FL  
Zip Code: 32225

Last Results: Spoke with customer  
ID/Status: Closed

Complaint: Switched without authorization  
Blocked: 7/18/96  
Credit: Full credit for all charges

## Verification information

Verified By: Paul  
Info Type: DOB  
Verification: 7/16

## Notes:

7/25/96: (Brad Huie) Customer service spoke with contact. Customer was unaware that Paul had authorized. Full credit issued.

June 26, 1996

28

Florida Public Service Commission  
Office of Consumer Affairs  
101 E. Gaines Street  
Tallahassee, FL 32301-8153

**Re: Complaint against Integrated TeleServices**

Sirs:

Designer Systems, Inc. is hereby filing a complaint against the company Integrated TeleServices for pulling our long distance charges from our long distance carrier AT&T with no permission from Designer Systems, Inc.

We find "slamming" very inappropriate and feel the government must have strict regulations against such actions and must deal with Integrated TeleServices accordingly.

I have enclosed a copy of the invoice we are disputing received from Integrated TeleServices.

Sincerely,



Lynda Bryan  
Office Manager

# **ITS Corporate Services**

... A division of Integrated TeleServices, Inc.

## ***Thank you!***

On behalf of ITS Corporate Services, we thank you for the opportunity to provide your long distance phone services....**exclusively utilizing the AT&T Network!** Your ITS 100% Unconditional Guarantee is attached, stating that your service is, and will remain on the AT&T Network!

By utilizing the **AT&T Network** discount programs through ITS Corporate Services, business owners like yourself can realize savings of up to 30% per minute. For additional savings, you will be billed in 6 second increments for each phone call (minimum of 18 seconds per call). **By contract, all calls will be carried 100% by the AT&T Network!**

In addition to the savings, your monthly bill will be prepared by **AT&T's Bill Manager Service**, providing you with the opportunity to see exactly where your long distance dollars are going. Your "Bill Manager" service is prepared and printed by AT&T, and will provide you with the following reports:

- ☎ Call detail for each telephone number:**
- ☎ Area Code Report (Number of Calls, Number of minutes by area code)**
- ☎ Total Usage by Outgoing Phone Number**
- ☎ Billing summary report.**

We look forward to serving you. Please feel free to call us at our toll free number, **1 (888) 360-4288** if you have any questions regarding your AT&T Network services as provided and administered by ITS Corporate Services. Please contact us at **1(888) 360-4288**, if for any reason you do not wish to take advantage of our AT&T Network discount program. Remember, you can buy your AT&T long distance retail like your competitors, or you can maximize your communication value by buying wholesale through....

***ITS Corporate Services***





# ***100% UNCONDITIONAL*** **SAVINGS, QUALITY, AND SERVICE GUARANTEE**

**Integrated TeleServices, Inc. is pleased to be a provider of the best AT&T rates. We guarantee:**

- A. your account is and will remain 100% on the AT&T Network.
- B. your bill will be prepared and printed by AT&T's Bill Manager Service, including full Management Reports for maximum control of your communications.
- C. you will receive a savings for long distance traffic over your previous AT&T bill,
- D. and, ITS further guarantees that your service quality will be equal to or better than your current service. IF...in the first sixty days, you are not satisfied with the service or quality, and ITS cannot correct the problem to your satisfaction, ITS will pay your Local Telephone Company costs to return you to AT&T's non-discounted service.

## **AT&T Quality....I.T.S. Savings & Service!**