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PUBLIC COUNSEL

STATE OF FLORIDA
OFFICE OF THE PUBLIC COUNSEL

c/o The Florida Legislature
111 West Madison St.
Room 812
Tallahassee, Florida 32399-1400
850-488-9330

ORIGINAL

December 13, 2000

Blanca S. Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED-FPSC
00 DEC 13 PM 3:46
RECORDS AND
REPORTING

Re: Docket No. 990362-T1

Dear Ms. Bayo:

Enclosed for filing in the above-referenced docket are the original and 15 copies of the Direct Testimony of Carol Ann Broome. Please indicate the time and date of receipt on the enclosed duplicate of this letter and return it to our office.

Sincerely,

Charles J. Beck
Deputy Public Counsel

CJB:bsr
Enclosures

- APP _____
- CAF _____
- AMP 3 *Kennedy*
- COM _____
- DIR _____
- ENV _____
- FIN _____
- GEN _____
- HEA _____
- IND _____
- INT _____
- LAB _____
- LEG _____
- REG _____
- SEC _____
- TRA _____
- WAT _____

RECEIVED & FILED

FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

15936 DEC 13 8

FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of show cause)
proceeding against GTE)
Communications Corporation)
(n/k/a Verizon Select Services)
Inc.) for apparent violation of)
Rule 25-4.118, F.A.C., Local,)
Local Toll, or Toll Provider)
Selection.)
_____)

Docket No. 990362-TI

DIRECT TESTIMONY

OF

CAROL ANN BROOME

DOCUMENT NUMBER - DATE

15936 DEC 13 8

FPSC-REG/REC/REPORTING

DIRECT TESTIMONY OF CAROL BROOME

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Q. Please state your name.

A. My name is Carol Ann Broome

Q. By whom are you employed and in what capacity?

A. I am employed by the Florida Public Service Commission as a Regulatory Specialist III in the Division of Consumer Affairs, Bureau of Consumer Complaint Resolution.

Q. How long have you been employed by the Florida Public Service Commission?

A. I Have been employed as a career service employee since February 1998.

Q. Would you please describe your responsibilities?

A. I am a Regulatory Specialist III in the Division of Consumer Affairs. I am directly responsible for maintaining all active and closed case files, and collecting information for public records requests. I actively work on consumer complaint resolution projects that involve regulated utility companies. I also review consumer completed survey cards which often require further investigation of the issue in order to bring a more satisfactory resolution to the issue.

Q. Are you responsible for the maintenance of certain forms used in the Division of Consumer Affairs known as "CATS" forms"

A. Yes

Q. Are you the custodian of the CATS forms?

1 | A. Yes

2 | Q. What does the Acronym "CATS" mean?

3 | A. Consumer Activity Tracking System.

4 | Q. Please describe the type of information contained on the CATS
5 | form.

6 | A. The CATS form contains customer contact information, Utility
7 | information, and PSC Information. The utility information includes
8 | the name of the contact person at the utility as well as the due
9 | date for the response and response received dates, which are filled
10 | in as responses are received. The PSC information section shows
11 | the assigned analyst, date entered, and date closed. The notes
12 | section of the CATS form includes customer description of the
13 | issue, our analysis of the company response, and our proposed
14 | resolution.

15 | Q. Is the information contained in the CATS forms recorded on the
16 | same day that the information is received?

17 | A. Yes

18 | Q. Does the CATS form record information provided directly by the
19 | consumer?

20 | A. Yes

21 | Q. Does the CATS form contain other information?

22 | A. CATS forms are updated to reflect information received as the
23 | information is made available to CAF.

24 | Q. Do you keep the CATS form in the course of your regularly
25 | conducted activities in the Division of Consumer Affairs?

1 | A. Yes

2 | Q. Is it the regular practice of the Division of Consumer affairs
3 | to create the CATS forms to record activity related to consumer
4 | complaints?

5 | A. Yes

6 | Q. Do the CATS forms contain information setting forth the
7 | activities of the Division of Consumer Affairs?

8 | A. Yes

9 | Q. Have you prepared an exhibit containing CATS forms for consumers
10 | filing slamming complaints against GTE Communications Corporations?

11 | A. Yes. I have marked this exhibit CAB-1

12 | Q. Does that conclude your testimony?

13 | A. Yes

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Exhibit CAB-1
Docket No. 990362-TI

CATS FORMS

Name BRANNAN, KELVIN

Company GTE COMMUNICATIONS CORPORATION

Request No. 197692I

Address .13178 88 AVE. NORTH

Attn. BOB ROBINSON 197692I

By NJS Time 9:41 AM Date 12/15/1997

City/zip SEMINOLE 33776 County PIN

Consumer's Telephone # (813)-393-2769

To CO Time FAX Date 12/15/1997

Account Number _____

Can Be Reached _____

Type S Form Phone

Caller's Name _____

Note _____

Category _____

Informal Conf. _____

Infraction LS-13C

Closed by SRG Date 03/09/1998

Reply Received L

Customer states the following:

His long distance service was switched without his knowledge.

Customer's PIC is LDI.

Please provide the PSC with a full report and a proof of authorization.

December 31, 1997. Received a call from GTE they will sent a response by January 2, 1998.

1/15/98 Report received. The company will issue the customer a credit of \$60.28, for the charges incurred due to change in service. The customer's service was switched because of a key punch error by a service representative. The customer has been contacted, but should contact the company or the FPSC if there are any further concerns.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DUE: 12/31/1997

Name SANCHEZ, JOSE

Company GTE COMMUNICATIONS CORPORATION

Docket No. 99036
Request No. 202713I
Exhibit CAB-1
Page 2 of 373

Address 7332 SWINDON ROAD

Attn. Bob Robinson202713I

By NJS Time 2:08 PM Date 02/02/1

Consumer's Telephone # (813)-880-0250

To CO Time FAX Date 02/02/1

City/Zip TAMPA 33615 County HILL

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NJS

Category _____

Caller's Name ESPERANZA ANAYA

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 02/20/199

Reply Received L

*This call was taken by N. Santiago.

Customer says the following:

His long distance service was switched without his knowledge.

Customer's PIC is AT&T.

He is requesting a full credit on his account.

Please provide the PSC with a full report and a proof of authorization.

2/5/98 Company called and said they have an LOA that they will send to us. They say that the customer will not change himself back and is insisting that he wants a complete credit. I advised Bob Robinson that we would contact the customer, explained to him that he has to change himself back, and explain the rules concerning re-rating. Dick Durbin

2/5/98 I contacted the customer and I advised him that he has to call AT&T and tell them that he wants to switch back to AT&T. He told me that he will be contacting the company today. Also I explained him the rules concerning

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 02/16/1998

PAGE: 2

2/20/98 The customer called and wanted to know what is the status of this case, and wants to know if you could call her back.SRG

02/24/98 Customer called to get more information about the case. She would like you to call her back. 8:55 am NJS.

March 6, 1998: Customer called and would like for us to call her back.

March 9, 1998: Customer called at 9:51 a.m. On December 16, 1997, she rented a caller i.d. Returned the caller i.d. on December 23, 1997. The customer was switched while she was renting the i.d. box, however she never requested her long distance services to be switched. Hillsborough Hines, is the pay station where this occurred.

The customer has stated that she is being billed for calls not made by her. A copy of her bill will be forwarded to my attention to do an additional inquiry if it is necessary.

03/18/1998 Customer called to find out the status of this inquiry.NJS

March 24, 1998: I spoke with the customer. She has informed the PSC that GTE her LEC has sent her a letter stating that her phone service will be disconnected tomorrow, March 25 for non-payment of the disputed charges.

I made a courtesy call to GTE and spoke with Arlene Favata. I have protected this customer's account until I receive an answer from GTE Communications Corporation.

PAGE: 3

NOTE To: GTE Communications Corporation:

REMINDER: Rule 25-4.111 states that each utility shall make a full and prompt investigation of all complaints and service requests made by its customers, either directly to it or through the Commission and respond to the initiating party within fifteen (15) days. Please answer this inquiry no later than four days from receipt of same. Your answer is due by March 30, 1998.

March 24, 1998: Received a call at 3:46 p.m. from Mr. Robert Robinson in reference to this inquiry, (813) 483-2526. Mr. Robinson indicated that he had already faxed the answer to PSC the same day he spoke to Dick Durbin (Feb.5, 1998). The reply he sent was never received by this analyst.

Mr. Robinson will refax me the company's reply and the information of the awarded credit to the customer along with a copy of the LOA. He did advise me that I should refax all this information along with the inquiry to Ms. Bev Menard at GTE Florida, Regulatory Affairs at (813) 223-4888. Mr. Robinson has stated that this is at the LEC's level and she should have an additional answer for me. I informed Mr. Robinson that as soon as I receive all the aforementioned information, I would remove the reminder notice I faxed him today and not mark the company late with their response.

March 24, 1998: Received report from Karen Cureton at GTE Communications Corp. A credit was awarded to the customer of record.

April 23, 1998: Received a fax from GTE to inquire if this complaint was resolved. The customer has a large outstanding bill. I informed GTE that a credit was awarded to this customer in the amount of \$168.71. GTE will contact

PAGE: 4

the customer by forwarding him a notice.

May 5, 1998: Customer called and will be mailing copies of her bills of March and April 1998. She has received additional billing from the company and same needs to be rerated per AT&T's rates. The credit the customer received is only up to the billing of Feb. of 1998.

*Note*To the company: Please make the proper adjustment to the customer's account for the months of March and April of 1998. Your reply is due by May 20, 1998.

To the Customer: Attached to this updated complaint is a copy of a letter that was forwarded to you by the company and also a copy of an LOA, authorizing the switch. Please inform us if that signature that appears on the LOA belongs to Mr. Sanchez? Is that his social security number? Is the other information on said LOA correct? You may choose to answer us by writing to the address at the right hand side of this complaint or fax us at 1-800-511-0809. Thank you for your cooperation. Carmen.

May 6, 1998: I am hand faxing this complaint again to the company as the faxing from my computer did not go through yesterday, May 5, 1998.

May 22, 1998: Received a supplemental report. The customer has been awarded additional credits. On February 17, 1998, the company had issued a \$25.96 credit for a rerate of calls made from January 3, 1998 until February 6, 1998 for the billing appearing on the March and April 1998 invoices. An additional credit for \$4.43 was awarded representing 100 percent reimbursement of the International Calling Plan monthly recurring charge for the months of March and April. A

PAGE: 5

letter was forwarded to the customer informing him of the credits. A copy of the company report and an updated copy of this inquiry has been forwarded to the customer by mail.

July 7, 1998: *Note* To the customer: In order for us to proceed with this inquiry we need to know if the signature that appears on the LOA belongs to you. Your answer can be faxed to 1-800-511-0809 or mail your answer to the address that appears on the left hand side of this inquiry. Thank you for your cooperation.

02/20/99 Case closed by letter. Customer notified company(stated in company response that the signature on the ballot is not his). The total credits are for \$199.10. hb

Name HIGGINS, RONALD

Company GTE COMMUNICATIONS CORPORATION

Docket No. 9903f
Exhibit CAB-1
Page 7 of 373

Request No. 208762I

Address 4012 IRVINGTON AVENUE

Attn. Bob Robinson208762I

By KES Time 3:35 PM Date 03/31/1

Consumer's Telephone # (305)-445-6801

To CO Time FAXED Date 03/31/1

City/zip COCONUT GROVE 33133 County DADE

Can Be Reached (305)-262-3201

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name RONALD HIGGINS

Informal Conf. _____

Infraction LS-13C

Closed by KES Date 08/06/199

Reply Received L

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 04/15/1998

Customer states that his long distance provider of choice AT&T was changed to GTE on 03/04/98 (approximately) without his authorization. Customer states that he has returned to his carrier of choice. Please investigate the matter, contact the customer and provide the senior analyst, assigned to this case, with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates on any calls placed, to that of the customer's preferred carrier by the date below.

Inquiry taken by C. Broome.

Please respond by 04/15/98.

This statement was reviewed with the customer for accuracy prior to faxing to the company.

Note** Customer was transferred to Bell South in regards to consultation on what portion of his bill he should pay. The Public Service Commission did not instruct the consumer to withhold any payments prior to discussing the issue with his local exchange company.

4/27/98 Report received; customer's office contacted but customer was out of the country. Information left with secretary for customer to contact GTE Communications upon his return.

Name HIGGINS, RONALD

Company GTE COMMUNICATIONS CORPORATION

Request No. 208762I

Docket No. 990362-T

PAGE: 2

Exhibit CAB-1

Page 8 of 373

8/06/98 Closed by letter.

Name STRIPLIN, DONALD

Company GTE COMMUNICATIONS CORPORATION

Request No. 211330I

Address 122 ANAPOLIS LANE

Attn. Bob Robinson211330I

By CRP Time 3:34 PM Date 04/23/1

City/Zip ROTONDA WEST 33447 County CHA

Consumer's Telephone # (941)-697-1957

To N/A Time N/A Date 04/23/1

Account Number _____

Can Be Reached _____

Type S Form Phone

Caller's Name DONALD STRIPLIN

Note cross reference

Category _____

Informal Conf. _____

Infraction LS-13D

Closed by CRP Date 04/23/199

Reply Received T

Note This inquiry is to be cross-referenced with inquiry number 205351I, filed to GTE Communications Corp. (ALEC), dated February 24, 1998, Caller N. Santiago, Analyst: C. Pena

This inquiry has been filed to reflect the unauthorized switch of this customer's long distance services.

April 17, 1998: Report received. The switch was due to a keying error entered in the company's database system. No credit was awarded to the customer because a bill was never generated. The customer was contacted by the company and the error was immediately corrected.

April 23, 1998: *This inquiry is closed.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CARMEN PENA

DUE: 04/23/1998

Name MAHARAJ, GLORIA

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
Request No. 214667I Exhibit CAB-1
Page 10 of 373

Address 2901 EAST OKARA RD.

Attn. Bob Robinson214667I

By NJS Time 9:46 AM Date 05/26/1

Consumer's Telephone # (813)-933-7016

To CO Time FAX Date 05/26/1

City/Zip TAMPA 33612 County HILL

Can Be Reached _____

Type S Form Phone

Account Number _____

Note cross reference

Category _____

Caller's Name GLORIA MAHARAJ

Informal Conf. _____

Infraction LS-13B

Closed by HB Date 03/01/199

Reply Received L

Note This inquiry is to be cross referenced to inquiry number 214521I, dated May 22, 1998, filed to WorldCom Network Services, Inc. Caller: N. Santiago. Analyst: C.R.Pena.

The customer says the following:

Her long distance service was switched without her knowledge.

Customer's PIC is AT&T.

Please provide the PSC with proof of authorization and a solution to this matter.

A copy of this inquiry has been forwarded to the customer by mail.

May 27, 1998: This inquiry is being hand faxed today. The fax log reflected it did not go through on May 26, 1998.

06/24/98 Customer called and stated the company would give her credit but the customer states there is a principle involved, a breach of contract. cab.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 06/10/1998

PAGE: 2

07/07/98 Report received. Credit issued for the amount of \$8.85. Services were deactivated by an electronic request. hb

03/01/99 Case closed by letter. After carefully reviewing the tpv, the customer misunderstood that the services were going to be switch. All along customer thought that information was going to be sent to her regarding the offer. hb

03/15/99 Customer called and asked if she could retain a lawyer. I explained that this issue was closed as a rule violation and that a credit was to be issued in 2-3 cycles. I explained to the customer how important her complaint is in regards to our tracking the practices of companies in regards to show cause hearings. Customer states that she would like Heidy to contact her. cab

03/15/99 I called the customer and stated basically the same as Carol. What she is arguing is that she had a PIC freeze and still the change took place. I contacted GTE-FL to look into the PIC history. I left a message to call me back (9:52 am). hb

03/15/99 Arleen called me and she will be sending a PIC history for this customer. She stated that it will take 1 to 2 days. hb

Name ZUNIGA, JAIME

Company GTE COMMUNICATIONS CORPORATION

Request No. 217061I Docket No. 990362-
Exhibit CAB-1
Page 12 of 373

Address 931 NW 1ST STREET APT #4

Attn. Bob Robinson217061I

By CRP Time 11:40 AM Date 06/12/1998

Consumer's Telephone # (305)-545-4811

To CO Time FAX Date 06/12/1998

City/Zip MIAMI 33128 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NJS

Category _____

Caller's Name MARIA ZUNIGA

Informal Conf. _____

Infraction LS-13C

Closed by CRP Date 04/29/1999

Reply Received T

This inquiry was taken by N.Santiago.

Customer says the following:

Customer does not want any long distance company on her record. According to the customer she did not authorize GTE long distance to provide her with long distance service. Customer is requesting a credit for the amount of .61 cents.

Please provide the PSC with a full report and a proof of authorization .

4-12-99 Company contacted PSC stating they did not receive this case. Case was refaxed on 4-13-99 with a due date of Apr. 28, 1999. rwm

April 28, 1999: Received report along with an LOA. The company did an unauthorized switch. The person signing the LOA is not the customer of record nor his wife. A credit in the amount of \$1.24 has been granted, which represents 100% full refund. A closure letter will be forwarded to the customer. C. Pena.

An additional report was provided to this analyst from Sprint, the customer's LEC. This report is providing information about the customer's account and directing the PSC to contact the company that did the switching. C. Pena

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CARMEN PENA

DUE: 06/29/1998

Name ZUNIGA, JAIME

Company GTE COMMUNICATIONS CORPORATION

Request No. 217061I

Docket No. 99036;
Exhibit CAB-1
Page 13 of 373

PAGE: 2

Name SUMAN, MICHAEL

Company GTE COMMUNICATIONS CORPORATION

Request No. 218610I

Docket No. 990362

Exhibit CAB-1

Page 14 of 373

Address 530 NE 55 TERRACE

Attn. Bob Robinson218610I

By CRP Time 9:25 AM Date 06/29/1

Consumer's Telephone # (305)-759-2521

To CO Time FAX Date 06/29/1

City/zip Miami 33137 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NJS

Category _____

Caller's Name MICHAEL SUMAN

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 01/25/199

Reply Received L

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CARMEN PENA

DUE: 07/15/1998

This inquiry was taken by N.Santiago.

Customer states the following:

Customer's long distance was switched without his knowledge.

Customer's PIC is ATT.

Please provide the PSC with a full report and a proof of authorization.

July 6, 1998: This inquiry is being faxed today from my computer faxer. Your new response date is July 22, 1998.

7/28/98 Report received. GTELD never provided service to the telephone number listed, therefore no charges were billed and no credits were issued. hb

01/25/99 Case closed by letter. SS# provided on LOA is not the customer of record's number. No charges incurred, no credits. hb

Name SANTIAGO, MANUEL

Company GTE COMMUNICATIONS CORPORATION

Request No. 219572I

Address 1005 WEST 33 PLACE

Attn. Bob Robinson219572I

By TVG Time 1:40 PM Date 07/08/19

Consumer's Telephone # (305)-825-3927

To CO Time FAX Date 07/09/19

Can Be Reached (305)-825-3927

Type S Form MAIL

City/Zip HIALEAH 33012-4925 County DADE

Account Number _____

Note _____

Category _____

Caller's Name MANUEL SANTIAGO

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 10/20/1998

Reply Received L

Please review the attached correspondence in which the customer states that their long distance service was switched from AT&T to GTE Long Distance without authorization.

Please investigate this issue, contact the customer and provide the senior analyst, assigned to this case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

08/10/98 Report received. TVG

10/20/98 Case closed by letter. Signature is forged on the ballot. Credit of \$11.59. hb

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

TARRAH GORDON

DUE: 07/27/1998

Name LEON, CARMEN

Company GTE COMMUNICATIONS CORPORATION

Request No. 219918I

Docket No. 990362
Exhibit CAB-1
Page 16 of 373

Address 1810 SW 92ND AVE.

Attn. Bob Robinson219918I

By CRP Time 10:35 AM Date 07/13/1

Consumer's Telephone # (305)-551-9980

To CO Time FAX Date 07/13/1

City/Zip MIAMI 33165 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NJS

Category _____

Caller's Name CARMEN LEON

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 01/22/199

Reply Received L

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CARMEN PENA

DUE: 07/29/1998

* This inquiry was taken by N.Santiago.*

Customer states the following:

Customer's long distance service was switched without her knowledge.

Customer's PIC is EXCEL.

Please provide the PSC with a full report and a proof of authorization.

August 13, 1998: Report received along with a copy of the LOA. Pena.

01/22/99 Case closed by letter. Customer indicated that the signature on the LOA is not hers and she did not authorize the change. No charges incurred, no credit. hb

Name BLANCO, ROBERTO Company GTE COMMUNICATIONS CORPORATION
Address 6360 SW 30TH STREET Attn. Bob Robinson219954I
Consumer's Telephone # (305)-666-4361
City/Zip MIAMI 33155 County DADE Can Be Reached _____
Account Number _____ Note NJS
Caller's Name MARIA BLANCO Informal Conf. _____

Request No. 219954I
By CRP Time 1:40 PM Date 07/13/1
To CO Time FAX Date 07/13/1
Type S Form Phone
Category _____
Infraction LS-13B
Closed by CRP Date 08/21/199
Reply Received L

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CARMEN PENA

DUE: 07/29/1998

This inquiry was taken by N.Santiago.
Customer states the following:
Customer's long distance service was switched without his knowledge.
Customer's PIC is AT&T.
Customer is disputing the amount of \$4.79.
Please provide the PSC with a full report and a proof of authorization.
August 12, 1998: Report received along with a copy of the LOA. A credit was granted to the customer. Pena.
August 21, 1998: *This case is closed. C. Pena.

Name ROUCHER, JERRY

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Exhibit CAB-1
Page 18 of 373

Request No. 220226I

Address 842 MANGROVE POINT ROAD

Attn. Bob Robinson220226I

By CRP Time 8:12 AM Date 07/15/19

Consumer's Telephone # (941)-349-4242

To CO Time FAX Date 07/15/19

City/Zip SARASOTA 34242 County SAR

Can Be Reached (941)-349-3439

Type S Form Phone

Account Number _____

Note NJS

Category _____

Caller's Name JERRY ROUCHER

Informal Conf. _____

Infraction LS-13C

Closed by CRP Date 09/04/1998

Reply Received L

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CARMEN PENA

DUE: 07/31/1998

This inquiry was taken by N.Santiago.

Customer says the following:

His long distance service was switched without his knowledge.

Customer's PIC is MCI.

Please provide the PSC with a full report and a proof of authorization.

July 16, 1998: Received a fax from Jennifer Legner. She has stated that I should refax this complaint due to the fact that the left margin was cut off and illegible.

July 21, 1998: Refaxed inquiry. Reply date is August 6, 1998.

August 12, 1998: Report received. The social security number appearing on the LOA does not belong to the customer. A credit was awarded in the amount of \$3.17. A copy of the company report and an updated copy of the inquiry have been forwarded to the customer by mail.

Note Mr. Roucher: Could you please inform me if the signature that appears on

PAGE: 2

the LOA is yours? We do know that the Social Security number appearing on same is not your number. You can mail me your answer to the address on the right hand side of this inquiry, or choose to fax me your answer to 1-800-511-0809. Thank you for your cooperation. Carmen.

September 4, 1998: I have received an answer from the customer to my note of August 12, 1998. In addition to the aforementioned, Mr. Roucher has stated that his last name is not spelled "Aroucher" but "Roucher". The customer has informed me that the signature appearing on the LOA is not his. He has provided us with a copy of his signature. A correction to this inquiry has been made to reflect the correct spelling of the customer's last name.

The social security number and the signature appearing on the LOA do not belong to the customer. A copy of this updated inquiry has been forwarded to the customer by mail for his records. *This inquiry is closed.

Name JEROME, LOUIS

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-T
Exhibit CAB-1
Page 20 of 373

Address 7201 N.W. 11TH CT.

Attn. Bob Robinson220255I

Request No. 220255I
By MEP Time 10:27 AM Date 07/15/19

Consumer's
Telephone # (954)-583-2534

To CO. Time FAX Date 07/15/19

Can Be
Reached (954)-583-2534

Type S Form Phone

Note KDR

Category _____

Informal Conf. _____

Infraction LS-13C

City/Zip PLANTATION 33313 County BRO

Account Number _____

Caller's Name JO-ANN JEROME

Closed by MEP Date 08/25/1998

Reply Received L

Customer states that she was switched from AT&T to GTE(long distance) without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Inquiry taken by: K. Rice.

Due Date is 07/30/98.

08/17/98 FAX TO CO. Your report is past due. Please provide a response by Monday, August 24, 1998.

****NOTE**** Please submit your response to Ms. Ellen Plendl, Division of Consumer Affairs. Telephone number 850-413-6123 and FAX telephone number 850-413-6124, or you may e-mail your response to eplendl@psc.state.fl.us

08/24/98 Received report with explanation, LOA and \$1.84 credit. It appears the customer of record did not fill out the LOA. A letter was sent to the customer.

08/25/98 Closed by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

ELLEN PLENDL

DUE: 07/31/1998

Name ALDRED, TIMOTHY

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-T
Request No. 220320I Exhibit CAB-1
Page 21 of 373

Address 5406 NW 18 PLACE

Attn. Bob Robinson220320I

By CRP Time 1:21 PM Date 07/15/19

Consumer's Telephone # (954)-739-7586

To CO Time FAX Date 07/15/19

Can Be Reached _____

Type S Form Phone

City/Zip LAUDERHILL 33313 County BRO

Note NJS

Category _____

Account Number _____

Informal Conf. _____

Infraction LS-13C

Caller's Name TIMOTHY ALDRED

Closed by MEP Date 01/08/1999

Reply Received T

This inquiry was taken by N.Santiago.

Customer says the following:

His long distance service was switched without his knowledge.

Customer's PIC is MCI.

Please provide the PSC with a full report and a proof of authorization.

July 16, 1998: Received a fax from Jennifer Legner. She has stated that I should refax this complaint due to the fact that the left margin was cut off and the same was illegible.

July 21, 1998: Refaxed inquiry. Reply date is August 6, 1998.

08/05/98 Customer called requesting additional information. Please call himm back as soon as possible. NJS.

08/13/98 Received report with explanation and LOA. It appears the customer of record did not fill out the LOA. A credit of \$17.09 (full credit was issued) A letter was sent to the customer

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CARMEN PENA

DUE: 07/31/1998

Name ALDRED, TIMOTHY

Company GTE COMMUNICATIONS CORPORATION

Request No. 2203201

Docket No. 990362-
Exhibit CAB-1
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01/08/99 Closed by letter.

Name DE CESPEDES, PEDRO

Company GTE COMMUNICATIONS CORPORATION

Request No. 220475I

Docket No. 990362

Exhibit REP-1

Page 23 of 373

Address 4310 S.W. 98 COURT

Attn. Bob Robinson220475I

By JRD Time 3:20 PM Date 07/16/1998

Consumer's Telephone # (305)-221-7538

To CO Time FAX Date 07/17/1998

City/Zip MIAMI 33165 County DADE

Can Be Reached (305)-221-7505

Type S Form FAX

Account Number _____

Note _____

Category _____

Caller's Name PEDRO DE CESPEDES

Informal Conf. _____

Infraction LS-13C

Closed by JRD Date 09/08/1998

Reply Received L

Please review the attached correspondence in which the customer states his long distance service was changed without authorization.

Please investigate this issue, contact the customer and provide the senior analyst, assigned to this case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

7/27/98 Received letter from customer.

8/3/98 Received letter from customer.

9/4/98 Report received

9/8/98 Closed with letter. Credit of \$5.38 issued.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

DICK DURBIN

DUE: 08/04/1998

Name KILE, GORDON

Company GTE COMMUNICATIONS CORPORATION

Request No. 220646I

Address 3476 CARMICHAEL STREET

Attn. Bob Robinson220646I

By SRG Time 9:01 AM Date 07/20/19

Consumer's Telephone # (727)-786-5739

To CO Time FAX Date 07/20/19

City/Zip PALM HARBOR 34684 County PIN

Can Be Reached (727)-786-5739

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name GORDON KILE

Informal Conf. _____

Infraction LS-13B

Closed by SRG Date 12/15/1998

Reply Received L

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 08/05/1998

Mr. Kile states his long distance service was slammed from AT&T to GTE Long Distance without authorization. Customer states he was on a \$0.10 per minute rate plan with AT&T. Customer states he has contacted the company and has not been called back by GTE.

Please investigate this issue, contact the customer and provide the senior analyst, assigned to this case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

7/22/98 FAX TO COMPANY: CUSTOMER CALLED AND SAID THAT HE HAD RECEIVED A VOICE MAIL FROM YOU TELLING HIM THAT HE NEEDS TO PROVIDE AN AREA CODE. THE AREA CODE IS 727 AS IS NOTED ON THE INQUIRY. THIS HAS JUST CHANGED FROM 813. D. DURBIN

8/14/98 Report received. The company stated that it will issue the customer a credit of \$79.97 for the monthly charges. The company did not provide proof of authorization, including an LOA/TAPE. The customer should have his calls rerated to his preferred carrier's rates, and should also be credited for the switching fees.

Name KILE, GORDON

Company GTE COMMUNICATIONS CORPORATION

Request No. 220646I

Docket No. 990362-
Exhibit CAB-1
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PAGE: 2

8/14/98 FAX TO CO. The customer should be credited for any switching fees and all calls should be rerated to the customer's preferred carrier's rates, if you cannot provide proof of authorization.

12/15/98 FAX TO CO. Please send a follow-up report with the credits for the rerates and switching fees.

Name SAVAGE, MARY

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Exhibit CAB-1
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Request No. 220742I

Address 16 NE 16TH CT.

Attn. .BOB ROBINSON220742I

By SRG Time 3:37 PM Date 07/20/19

Consumer's
Telephone # (561)-272-8043

To CO Time FAX Date 07/20/19

City/zip DELRAY BEACH 33444 County PLB

Can Be
Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name ROBERT SAVAGE

Informal Conf. _____

Infraction LS-13C

Closed by SRG Date 12/15/1998

Reply Received L

Inquiry taken by N.Cortijo-

Customer states that he was switched from AT&T to GTE Communications without authorization or request on 7/6/98. He has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

8/13/98 Report received. Customer received a credit of \$10.65, which included a \$10.00 prepaid calling card.

12/15/98: File closed with letter to the customer.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 08/05/1998

Name GERARDI, CARMELA

Company GTE COMMUNICATIONS CORPORATION

Request No. 221219I Docket No. 990362
Exhibit CAB-1
Page 27 of 373

Address 121 MARINE DRIVE

Attn. Bob Robinson221219I

By HB Time 10:16 AM Date 07/24/1

Consumer's Telephone # (954)-981-9171

To CO Time FAX Date 07/24/1

City/zip HALLANDALE 33009 County BRO

Can Be Reached (954)-981-3361

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name MARIANN CLARKSON

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 10/07/199

Reply Received L

Please review the attached correspondence in which the customer states that her mother's long distance service was switched to GTE Long Distance without authorization. Ms. Clarkson handles her mother's accounts.

Please investigate this issue, contact the customer and provide the senior analyst, assigned to this case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

08/10/98 Customer's daughter called and she would like all the correspondence to be mail to her at this address.

113 Marine Drive Hallandale, Fl 33009 NJS.

08/17/98: Report received. TVG

10/07/98 Case closed by letter. Forged signature, and dl is not from authorized party. No charges were incurred. hb

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

HEIDY BOOESHAGHI

DUE: 08/11/1998

Name GRAULICH, JAMES

Company GTE COMMUNICATIONS CORPORATION

Request No. 221717I Docket No. 990362-
Exhibit CAB-1
Page 28 of 373

Address 11300 S.W. 72ND AVENUE

Attn. Bob Robinson221717I

By SRG Time 9:07 AM Date 07/30/19

Consumer's Telephone # (305)-235-1403

To CO Time FAX Date 07/30/19

City/zip Miami 33156 County DADE

Can Be Reached (305)-235-1403

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name JAMES GRAULICH

Informal Conf. _____

Infraction LS-13C

Closed by MEP Date 02/01/1999

Reply Received T

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 08/17/1998

****Unauthorized change of long distance carrier****

Customer was changed from AT&T to GTE Communications.

Customer was on a \$0.10 per minute 24 hours per day, 7 days per week one rate plan.

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior level analyst, assigned to this case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Customer also notes that he is receiving mail from the company with his address wrong name. Jaime Grasso 11300 S.W 72nd avenue apt. 111. Customer notes that his residence is a home and not an apartment complex. Mr. Graulich states he has been returning the correspondence to the post office as unknown at this address.

Inquiry taken by C. Broome.

Name GRAULICH, JAMES

Company GTE COMMUNICATIONS CORPORATION

Request No. 221717I

Docket No. 990362-
Exhibit REP-1
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08/20/98 Received report with explanation and LOA. It appears the customer of record did not fill out the LOA. A credit of \$15.67 was issued on 08/19/98. A letter was sent to the customer.

02/01/99 Closed by letter.

Name FISHER, JIM & BARBARA

Company GTE COMMUNICATIONS CORPORATION

Request No. 221945I Docket No. 990362-T
Exhibit CAB-1
Page 30 of 373

Address 316 TROPICANA CIR.

Attn. Bob Robinson221945I

By MEP Time 1:59 PM Date 08/03/19

Consumer's Telephone # (407)-884-8599

To CO. Time FAX Date 08/03/19

City/zip Apopka 32703 County ORN

Can Be Reached (407)-345-1024

Type S Form Phone

Account Number _____

Note KDR

Category _____

Caller's Name BARBARA I. FISHER

Informal Conf. _____

Infraction LS-13C

Closed by MEP Date 08/21/1998

Reply Received T

Customer states that she was switched from SPRINT to GTE Long Distance without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Inquiry taken by: K. Rice.

08/13/98 Customer called to inquire status of the case. Customer will send bills.

08/14/98 Received bills and correspondence.

08/21/98 FAX TO CO. Your report is past due. Please provide a response by Wednesday, September 2, 1998.

****NOTE**** Please submit your response to Ms. Ellen Plendl, Division of Consumer Affairs. Telephone number 850-413-6123 and FAX telephone number 850-413-6124, or you may e-mail your response to eplendl@psc.state.fl.us

08/21/98 Received report with explanation, LOA, and \$0.61 credit. It appears

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

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

ELLEN PLENDL

DUE: 08/20/1998

Name FISHER, JIM & BARBARA

Company GTE COMMUNICATIONS CORPORATION

Request No. 221945I

Docket No. 990362
Exhibit CAB-1
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the customer of record did not sign the LOA. A letter was sent to the customer.

08/21/98 Closed by letter.

Name FELIX, GILBERT

Company GTE COMMUNICATIONS CORPORATION

Request No. 222056I

Docket No. 990362-T
Exhibit CAB-1
Page 32 of 373

Address 17865 S.W. 111TH AVENUE

Attn. Bob Robinson222056I

By KES Time 9:11 AM Date 08/04/199

Consumer's Telephone # (305)-253-4827

To CO Time FAX Date 08/11/199

City/Zip Miami 33157 County DADE

Can Be Reached (305)-253-4827

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name BARBARA FELIX

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 12/09/1998

Reply Received T

****Unauthorized change of long distance carrier****
Customer was changed from AT&T to GTE Communications.

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior level analyst, assigned to this case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

8/26/98 Extension granted for 8/31/98.

12/09/98 Case closed by letter. Signature forged and incorrect ss#. Credit of \$5.38. hb

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

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

KATE SMITH

DUE: 08/31/1998

Name KELLY, CHARLES

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-7
Request No. 222822I
Exhibit CAB-1
Page 33 of 373

Address 6 ALGIERS AVENUE

Attn. Bob Robinson222822I

By KES Time 1:49 PM Date 08/10/1998

Consumer's Telephone # (407)-327-1290

To CO Time FAX Date 08/10/1998

Can Be Reached (407)-327-1290

Type S Form Phone

City/Zip Winter Springs 32708 County SEM

Note _____

Category _____

Account Number _____

Informal Conf. _____

Infraction LS-13C

Caller's Name CHARLES KELLY

Closed by HB Date 12/14/1998

Reply Received L

****Unauthorized change of long distance carrier****
Please review attached correspondence.

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior level analyst, assigned to this case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

12/14/98 Case closed by letter. Forged signature. hb

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 08/25/1998

Name GONZALEZ, JUAN

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-TI
Request No. 223138I Exhibit CAB-1
Page 34 of 373

Address 2126 COUNTRY SIDE DRIVE

Attn. Bob Robinson223138I

By CRP Time 2:28 PM Date 08/12/1998

Consumer's Telephone # (407)-884-7271

To CO Time FAX Date 08/12/1998

city/zip Apopka 32712 County ORN

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NJS

Category _____

Caller's Name JUAN GONZALEZ

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 01/26/1999

Reply Received L

This inquiry was taken by N.Santiago.

Customer says the following:

Customer's long distance service was switched without his knowledge.

Customer's PIC is Sprint.

Please provide the PSC with a full report and a proof of authorization.

August 31, 1998: Report received. An LOA was provided including the customer's name and a Norma Gonzalez. The switching was done due to this LOA. The company did try to contact the customer to verify Mrs. Norma Gonzalez' signature but was not able to make any contact. A credit has not been granted to the customer because billing did not take place. A copy of the company's answer was forwarded to the customer by the company.

09-28 - I spoke to the customer, and he said he does not know anyone by the name of Norma Gonzalez./JFP

01-26-99 Case closed by letter. Signature on the ballot does not belong to customer of record. in addition, the customer of record does not know anyone by

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CARMEN PENA

DUE: 08/27/1998

Name GONZALEZ, JUAN

Company GTE COMMUNICATIONS CORPORATION

Request No. 223138I

Docket No. 990362-T
Exhibit REP-1
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the name of Norma Gonzalez. hb

Name FERNANDEZ, MARGARITACompany GTE COMMUNICATIONS CORPORATIONRequest No. 225231IAddress 550 NW 5 STREETAttn. Bob Robinson225231IBy NJS Time 7:23 AM Date 08/28/1998Consumer's
Telephone # (305)-381-9844To CO Time FAX Date 08/28/1998City/Zip Miami 33128 County DADECan Be
Reached _____Type S Form Phone

Account Number _____

Note NJS

Category _____

Caller's Name MARGARITA FERNANDEZ

Informal Conf. _____

Infraction LS-13CClosed by NJS Date 09/25/1998Reply Received L

Customer states the following:

Customer's long distance service was switched without her knowledge.

Customer's PIC is AT&T.

Customer is disputing the amount of \$18.80.

Please provide the PSC with a full report and a proof of authorization.

09/22/1998: Report Received: GTELD sent a copy of the LOA to Ms. Fernandez to verify the information and to confirm the validity of the signature.

09/25/98: 3:32 pm.

Customer was contacted by phone and she stated that the social security number on the LOA was incorrect and the signature was not her signature. A credit in the amount of \$39.20 was issued to the customer.

Customer was satisfied.

This inquiry is closed.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 09/14/1998

Name AUSTIN, BEATRICE

Company GTE COMMUNICATIONS CORPORATION

Request No. 223392I

Docket No. 990362-7
Exhibit CAB-1
Page 37 of 373

Address 9942 N.W. 10TH STREET

Attn. Bob Robinson223392I

By KES Time 11:40 AM Date 08/14/1999

Consumer's Telephone # (954)-430-3062

To CO Time FAX Date 02/03/1999

City/Zip Pembroke Pines 33024 County BRO

Can Be Reached (954)-430-3062

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name BEATRICE AUSTIN

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 04/26/1999

Reply Received T

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice AT&T. Please investigate this issue, contact the customer and provide the senior level analyst, assigned to this case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

2/3/99 Received an e-mail from Ms. Robinson. The company has not previously received this case. Dates updated and file refaxed. /Kate

2/18/99 Received request for extension due to staff problems. Granted.

3/1/99: Report Received: According to the company's report a credit in the amount of \$79.39 was issued to the customer's account. The company provided a LOA not signed by the customer. Service was activated on 6/11/98 and deactivated 6/27/98.

This case is closed as a slamming violation

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 03/01/1999

Name AUSTIN, BEATRICE

Company GTE COMMUNICATIONS CORPORATION

Request No. 223392I

Docket No. 990362-TI
Exhibit CAB-1
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04/26/99: An automatic closure letter will be forward to the customer by mail.

This inquiry is closed.

Name LAX, GEORGE

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
Request No. 223461I
Exhibit CAB-1
Page 39 of 373

Address 8130 SW 47TH AVE

Attn. Bob Robinson223461I

By KES Time 3:28 PM Date 08/14/1998

Consumer's Telephone # (305)-667-1541

To CO Time FAX Date 08/14/1998

City/Zip Miami 33143 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name GEORGE LAX

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 12/14/1998

Reply Received T

Inquiry taken by N.Cortijo-Simmonds

Customer states that he was switched from Sprint to GTE Comm. without authorization or request. He has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

09/04/98 Customer states that the LOA is a forgery. Customer states that on the bottom of the form language preference and Spanish was circled. Customer states he does not speak Spanish. Mr. Lax states that the signature is not his. cab

12/14/98 Case closed by letter. No charges were billed

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 08/28/1998

Name GUANI, LUCINDA

Company GTE COMMUNICATIONS CORPORATION

Request No. 223462I Docket No. 990362-TI
Exhibit CAB-1
Page 40 of 373

Address 982 S.W. 147TH ST.

Attn. Bob Robinson223462I

By MEP Time 3:28 PM Date 08/14/1998

Consumer's Telephone # (305)-234-9496

To CO Time FAX Date 08/14/1998

City/zip Miami 33176 County DADE

Can Be Reached (305)-234-9496

Type S Form FAX

Account Number _____

Note _____

Category _____

Caller's Name LUCINDA GUANI

Informal Conf. _____

Infraction LS-13C

Closed by MEP Date 08/31/1998

Reply Received T

Customer states that she was switched from Sprint to GTE without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Inquiry taken by V. McKay.

08/28/98 Received report with explanation, LOA and \$90.26 credit. It appears the customer of record did not fill out the LOA. A letter was sent to the customer.

08/31/98 Closed by telephone conversation with the customer.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

ELLEN PLENDL

DUE: 08/28/1998

Name NELSON, DAVID

Company GTE COMMUNICATIONS CORPORATION

Request No. 223664I

Docket No. 990362-7
Exhibit REP-1
Page 41 of 373

Address 11885 S.W. 26 TERRACE

Attn. Bob Robinson223664I

By HB Time 3:49 PM Date 08/17/1998

Consumer's Telephone # (305)-229-2810

To CO Time FAX Date 08/17/1998

City/zip Miami 33175 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note Forgery

Category _____

Caller's Name DAVID NELSON

Informal Conf. _____

Infraction LS-13C

Closed by JRD Date 10/07/1998

Reply Received L

Customer says his wife received a letter today welcoming her to GTE Long Distance. The letter was addressed to Cristina Nelson. He says that Cristina Nelson is not the customer of record on this account. He says he called GTELD to find out how the change order was authorized but could not find out how.

9/3/98 Report received.

9/8/98 Sent letter to customer asking if the signature on the LOA is his.

10/7/98 1:20 pm Mrs. Nelson called and said that the signature is not her husband's nor is the Social Security number her husband's. Closed as infraction.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

HEIDY BOOESHAGHI

DUE: 09/01/1998

Name ANDERSON, ARTHUR

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
Request No. 223708I
Exhibit CAB-1
Page 42 of 373

Address 7000 THOMAS ST.

Attn. Bob Robinson223708I

By KES Time 9:14 AM Date 08/18/19

City/Zip Pembroke Pines 33024 County BRO

Consumer's Telephone # (954)-989-2523

To CO Time FAX Date 08/18/19

Can Be Reached _____

Type S Form Phone

Account Number _____

Note ifp

Category _____

Caller's Name DIAN ANDERSON

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 12/01/1998

Reply Received T

The customer said that her service was switched to GTE Communications from AT&T without authorization. Please provide proof of authorization LOA/TAPE, follow-up with the customer, provide appropriate credit, send the PSC a detailed written report, and respond by the date below.
Inquiry taken by JOHN PLESCOW.

The customer has returned to AT&T, and she will mail copies of her bills.

12/01/98 Case closed by letter. SS# does not belong to customer. No charges incurred. No credit. hb

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 09/02/1998

Name DALEY, JAMES R.

Company GTE COMMUNICATIONS CORPORATION

Request No. 223723I

Docket No. 990362-1
Exhibit CAB-1
Page 43 of 373

Address 1240 SW 139 COURT

Attn. Bob Robinson223723I

By MEP Time 10:12 AM Date 08/18/199

Consumer's Telephone # (305)-388-3891

To CO Time FAX Date 08/18/199

City/Zip Miami 33186 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NJS

Category _____

Caller's Name JAMES R. DALEY

Informal Conf. _____

Infraction LS-13C

Closed by MEP Date 09/08/1998

Reply Received T

This inquiry was taken by N.Santiago.

Customer states the following:

Customer's long distance service was switched without his knowledge.

Customer's PIC is MCI.

Please provide the PSC with a full report and a proof of authorization.

09/02/98 Received report with explanation and LOA. A letter was sent to the customer.

09/08/98 Closed by letter.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

ELLEN PLENDL

DUE: 09/02/1998

Name PALLOTT, ANNE AND NORMAN

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-7
Exhibit CAB-1
Page 44 of 373

Request No. 224371I

Address 8705 S.W. 79TH PLACE

Attn. Bob Robinson224371I

By CAB Time 9:17 AM Date 08/22/19

Consumer's
Telephone # (305)-598-5214

To CO Time FAX Date 08/24/19

City/Zip Miami 33143 County DADE

Can Be
Reached (305)-666-5997

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name NORMAN PALLOTT

Informal Conf. _____

Infraction LS-13A

Closed by CAB Date 09/22/1998

Reply Received T

****Unauthorized change of long distance carrier****

Please review attached correspondence.

Please investigate this issue, contact the customer and provide the senior level analyst, assigned to this case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

09/08/98 Received call from GTE requesting an extension until the 16th due to a backlog of reports due. cab

09/16/98 Response received. It was reported that an LOA, turned into GTELD was not authentic. Credits were not issued because calls were made on the network. The LOA has been forwarded to the sales agent for review.

09/22/98 Case closed by letter. cab

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 09/08/1998

Name PALACIO, CRIS

Company GTE COMMUNICATIONS CORPORATION

Request No. 225255I

Docket No. 990362-TI
Exhibit CAB-1
Page 45 of 373

Address 10030 S.W. 164TH TER.

Attn. Bob Robinson225255I

By MEP Time 9:45 AM Date 08/28/199

Consumer's Telephone # (305)-238-0853

To CO. Time FAX Date 08/28/199

City/Zip Miami 33157 County DADE

Can Be Reached (305)-238-0853

Type S Form Phone

Account Number _____

Note KDR

Category _____

Caller's Name CRIS PALACIO

Informal Conf. _____

Infraction LS-13C

Closed by MEP Date 09/23/1998

Reply Received T

Customer states that he was switched from SPRINT to GTE Long Distance without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Inquiry taken: K. Rice.

09/14/98 Received interim report. Another report will be provided by 09/22/98.

09/22/98 Received report with explanation and LOA. Customer states the signature on the LOA is not his. It appears charges were not billed to the customer. A letter was sent to the customer.

09/23/98 Closed by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

ELLEN PLENDL

DUE: 09/14/1998

Name SIEGEL, HOWARD

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-TI
Request No. 225310I
Exhibit CAB-1
Page 46 of 373

Address 7 KENSINGTON AVE.

Attn. Bob Robinson225310I

By MEP Time 12:48 PM Date 08/28/1998

Consumer's Telephone # (305)-949-7015

To CO. Time FAX Date 08/28/1998

City/Zip Jersey City 07304 County DADE

Can Be Reached (201)-433-7694

Type S Form Phone

Account Number _____

Note KDR

Category _____

Caller's Name HOWARD SIEGEL

Informal Conf. _____

Infraction LS-13A

Closed by MEP Date 09/23/1998

Reply Received T

Customer states that he was switched from MCI to GTE Long Distance without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Inquiry taken by: K. Rice.

09/14/98 Received interim report. Another report will be provided by 09/22/98.

09/22/98 Received report with explanation, LOA and \$1.22 credit. Customer states the signature on the LOA is not his. A letter was sent to the customer.

09/23/98 Closed by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

ELLEN PLENDL

DUE: 09/14/1998

Name BAKER, LEE E.

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
Request No. 225490I Exhibit REP-1
Page 47 of 373

Address 2373 WESTMINISTER COURT

Attn. Bob Robinson225490I

By TVG Time 11:30 AM Date 08/31/19

Consumer's Telephone # (407)-645-0625

To CO Time FAX Date 08/31/19

City/Zip Winter Park 32789 County ORN

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name AGNES BAKER

Informal Conf. _____

Infraction LS-13B

Closed by TVG Date 10/23/1998

Reply Received L

****Unauthorized change of long distance carrier****

Customer has not returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by T. Gordon.

09/23/1998 Received report. TVG

10/23/1998 Closed case with letter. TVG

LS13

GTE Communications Corporation

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

TARRAH GORDON

DUE: 09/15/1998

Name LABALLE, LOUIS

Company GTE COMMUNICATIONS CORPORATION

Request No. 225493I Docket No. 990362-TI
Exhibit CAB-1
Page 48 of 373

Address 22682 S.W. 65TH WAY

Attn. Bob Robinson225493I

By CAB Time 11:36 AM Date 08/31/1998

Consumer's Telephone # (954)-943-3693

To CO Time FAX Date 08/31/1998

City/zip Boca Raton 33428 County PLB

Can Be Reached (561)-482-0906

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name IRENE CORRILIO

Informal Conf. _____

Infraction LS-13C

Closed by CAB Date 10/04/1998

Reply Received T

Ms. Corillio called to state that services at a residence that her father owns was changed from AT&T to GTE Communications without authorization.

The address the change affected is 441 N.W. 26th Court Pompano Beach, 33064.

Ms. Corrilio states that her father is in his late 90's and is blind and could not have requested this change in service. I spoke with Rosa at BellSouth to confirm that the customer was placed back with AT&T.

Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.
cbroome@psc.state.fl.us
850-410-6002
Current fax number 850-413-6362

09/14/98 Received request for an extension from the company. Extension granted until 09/29/98.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 09/15/1998

Name LABALLE, LOUIS

Company GTE COMMUNICATIONS CORPORATION

Request No. 225493I

Docket No. 990362-T
Exhibit CAB-1
Page 49 of 373

PAGE: 2

09/29/98 Response received. It was reported that the customer confirmed that the SS# was not correct. Calls were not placed, credits not issued.

10/04/98 Case closed. cab

Name WINCHESTER, WENDELL

Company MINIMUM RATE PRICING, INC.

Docket No. 990362-TI
Request No. 225786R Exhibit CAB-1
Page 50 of 373

Address 220 HARMON AVENUE

Attn. Drew Keena225786R

By CAB Time 9:54 AM Date 09/02/1998

Consumer's Telephone # (850)-769-1692

To CO Time FAX Date 09/02/1998

city/zip Panama City 32401 county BAY

Can Be Reached (850)-784-9629

Type B Form Phone

Account Number _____

Note _____

Category IS-09

Caller's Name DEBRA WINCHESTER

Informal Conf. _____

Infraction _____

Closed by CAB Date 10/28/1998

Reply Received L

Customer states she had a paging service with Minimum Rate Pricing but in January of 1998 she sent the pagers back and requested termination of services. Mrs. Winchester states she continued to be billed in the amount of \$250.46.

Please investigate this issue, contact the customer and provide me with a detailed written report.

Inquiry taken by C. Broome.
cbroome@psc.state.fl.us
850-413-6002
Current fax number 850-413-6362

10/15/98 Response received. It was reported that UPS confirmed delivery of the pager at the customer's address. The company has elected to issue a credit for one month of pager service only. Total credit amount was \$16.95 to appear in 2-3 billing cycles. cab

10/28/98 Case to be closed by letter. cab

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 09/17/1998

Name REVUELTA, ANGELICA

Company GTE COMMUNICATIONS CORPORATION

Request No. 225780I Docket No. 990362-T
Exhibit CAB-1
Page 51 of 373

Address 8100 SW 11 ST.

Attn. Bob Robinson225780I

By SRG Time 9:23 AM Date 09/02/1998

Consumer's Telephone # (305)-261-0456

To SRG Time FAX Date 09/02/1998

Can Be Reached _____

Type S Form Phone

City/Zip Miami 33144 County DADE

Note _____

Category _____

Account Number _____

Informal Conf. _____

Infraction LS-13C

Caller's Name ANGELICA REVUELTA

Closed by SRG Date 09/22/1998

Reply Received L

The customer states the following:

Her long distance service was switched without her knowledge.

The customer's PIC is AT&T.

Please provide proof of authorization, including an LOA/TAPE.

9/18/98 Report received.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 09/17/1998

Name ROSENTHAL, ALLEN

Company GTE COMMUNICATIONS CORPORATION

Request No. 225937I

Address 20355 NE DEL VISTA CT #627

Attn. Bob Robinson225937I

By NCS Time 4:30 PM Date 09/02/1998

Consumer's Telephone # (305)-937-3812

To CO Time FAX Date 09/02/1998

City/Zip VENTURA 33180 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name RITA ROSENTHAL

Informal Conf. _____

Infraction LS-13

Closed by NCS Date 09/25/1998

Reply Received T

Inquiry taken by N.Cortijo-Simmonds

Customer states that she was switched from AT&T to GTE L.D without authorization or request. She has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier. Customer states that she received a letter stating that she was switched. She states that she never requested services with GTE and doesn't understand why she received a welcoming letter.

9/18/98 Co. requesting extension on investigation until 9/24/98.

09/22/98 Received report with explanation, that LOA was forged. Charges not have been billed to customer therefore credits not applied.

12/24/98 Closed by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 09/24/1998

Name LAZAR, RONNIE

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-TI
Request No. 226151I
Exhibit REP-1
Page 53 of 373

Address 2000 ATLANTIC SHORE BLVD.

Attn. Bob Robinson226151I

By NJS Time 8:46 AM Date 09/08/1998

Consumer's Telephone # (954)-457-4201

To CO Time FAX Date 09/08/1998

City/zip Hallandale 33009 County BRO

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name RONNIE LAZAR

Informal Conf. _____

Infraction LS-13C

Closed by NJS Date 09/25/1998

Reply Received T

Customer states the following:

Customer long distance service was switched without her knowledge.

Customer's PIC is AT&T.

Please provide the PSC with a full report and a proof of authorization.

09/23/1998: Report Received. GTELD contacted Mr. Lazar to verify the signature on the LOA form. Ms. Lazar indicated that neither she nor her husband signed the LOA and she did not authorize a change in her long distance service. Charges were not billed to the account, credits are not due.

Customer was contacted by phone and customer was satisfied.

A closure letter will be forwarded by mail.

This inquiry is closed.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 09/23/1998

Name EBENGER, JOHN

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Request No. 226343I Exhibit CAB-1
Page 54 of 373

Address 8872 N.W. 189TH TERRACE

Attn. Bob Robinson226343I

By CAB Time 8:42 AM Date 09/09/1998

Consumer's Telephone # (305)-829-1130

To CO Time FAX Date 09/09/1998

City/Zip Hialeah 33018 County DADE

Can Be Reached (305)-381-7633

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name JOHN EBENGER

Informal Conf. _____

Infraction LS-13B

Closed by CAB Date 01/29/1999

Reply Received L

****Unauthorized change of long distance carrier****
**** Residential Account****

Customer has returned to carrier of choice AT&T at a \$0.10 rate. Customer states that the change occurred while he was on vacation. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

BellSouth has been contacted regarding this issue.

Inquiry taken by C. Broome.

cbroome@psc.state.fl.us

850-410-6002

Current fax number 850-413-6362

10/30/98 Company reports that the customer will be sending bills and that they will get back with me as soon as the required information is received.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

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

CAROL BROOME

DUE: 09/24/1998

PAGE: 2

01/20/99

A RESPONSE HAS NOT BEEN RECEIVED FOR THIS CASE. PLEASE SEND OR RESEND YOUR REPORT BY 01/27/99 IN ORDER TO BRING CLOSURE TO THIS MATTER. YOUR RESPONSE WILL NOT BE CONSIDERED LATE IF YOU ARE RESENDING. CAB

01/28/99 RESPONSE NOT RECEIVED. WILL HAND FAX TO COMPANY TO ENSURE DELIVERY.

01/29/99 Received response from the company. It was reported that the company has an LOA for this customer. Company contacted the company and confirmed that neither Mr. nor Mrs. Ebenger signed the form. Charges were not incurred. The company states it is prepared to credit him for any carrier charges he may receive.

01/29/99 Since the company contacted the company and confirmed that they did not authorize this change, this issue will be closed by slamming letter to the customer. cab

Name KOUSOUROU, GEORGE S.

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-TI
Exhibit CAB-1
Page 56 of 373
Request No. 226835I

Address 6266 SW 11TH ST

Attn. Bob Robinson226835I

By NCS Time 1:28 PM Date 09/11/199

Consumer's Telephone # (305)-266-1286

To CO Time FAX Date 09/11/199

City/Zip Miami 33144 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name GEORGE S. KOUSOUROU

Informal Conf. _____

Infraction LS-13C

Closed by NCS Date 10/12/1998

Reply Received T

Inquiry taken by N.Cortijo-Simmonds

Customer states that he was switched from AT&T to GTE without authorization or request. He has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

09/28/98 Company requesting extension until 9/30/98.

09/30/98 Received a report from company stating that the customer signature was forged and the social security # listed was not his.

10/12/98 Called Mr. Kousourou on 10/12/98 at 5:15 p.m. customer and informed him that we received a report from company. He states he's not satisfied, but I explained that this would be an infraction against the company. Closed by phone.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 09/30/1998

Name LOWRY, PAUL

Company GTE COMMUNICATIONS CORPORATION

Docket No. 99036
Request No. 226849I
Exhibit CAB-1
Page 57 of 373

Address 3606 SE 1ST ST.

Attn. Bob Robinson226849I

By NCS Time 1:56 PM Date 09/11/1

Consumer's
Telephone # (561)-732-7188

To CO Time FAX Date 09/11/1

city/zip Boynton Beach 33435 County PLB

Can Be
Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name ALICE LOWRY

Informal Conf. _____

Infraction LS-13C

Closed by NCS Date 10/05/1998

Reply Received T

Inquiry taken by N.Cortijo-Simmonds

Customer states that she was switched from AT&T to GTE without authorization or request. She has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

09/28/98 Company requesting extension until 9/30/98.

09/30/98 Received report with explanation, LOA and \$ credit.

10/05/98 Closed by letter.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 09/30/1998

Name MONROE, MARTY

Company GTE COMMUNICATIONS CORPORATION

Request No. 226905I Docket No. 990362-TI
Exhibit CAB-1
Page 58 of 373

Address 10101 EAST BAY HARBOR DRIVE

Attn. Bob Robinson226905I

By TVG Time 9:43 AM Date 09/14/1998

APT. 202

Consumer's Telephone # (305)-868-6470

To _____ Time FAX Date 09/14/1998

City/zip Bal Harbour 33154 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name MARTY MONROE

Informal Conf. _____

Infraction LS-13C

Closed by TVG Date 10/07/1998

Reply Received L

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior level analyst, assigned to this case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by T. Gordon.

10/08/1998 Analyst spoke with customer at 8:55 a.m. Customer stated that there had been no money exchanged, therefore, he was satisfied with the response given by the company. However, he was not satisfied with the explanation provided by the Long Distance Order Form sent by the company. He stated that the social security number provided was not his nor his son's and the signature was forged. He stated that he would again contact GTE and he was provided with information pertaining to the procedure of an informal conference. Closed case by phone. TVG

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

TARRAH GORDON

DUE: 09/29/1998

Name CURRLIN, HENRIETTE

Company GTE COMMUNICATIONS CORPORATION

Request No. 227072I

Docket No. 990362-T
Exhibit REP-1
Page 59 of 373

Address 430 GOLDEN ISLES DRIVE #405

Attn. Bob Robinson227072I

By CAB Time 5:36 PM Date 09/14/1998

Consumer's Telephone # (954)-456-0751

To CO Time FAX Date 09/15/1998

Can Be Reached (954)-456-0751

Type S Form MAIL

City/zip Hallandale 33009 County BRO

Note _____

Category _____

Account Number _____

Informal Conf. _____

Infraction LS-13B

Caller's Name HENRIETTE CURRLIN

Closed by CAB Date 11/05/1998

Reply Received L

****Unauthorized change of long distance carrier****
Please review attached correspondence.

Customer has returned to carrier of choice AT&T. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

cbroome@psc.state.fl.us

850-410-6002

Current fax number 850-413-6362

09/30/98 Received response from company requesting an extension. cab

****Extension Notice****

09/30/98 An extension has been noted on this account until 10/09/98. This case is being re-faxed to Susan Robinson.

10/02/98 Response received. It was reported that the company has an LOA and

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

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

CAROL BROOME

DUE: 09/30/1998

Name CURLIN, HENRIETTE

Company GTE COMMUNICATIONS CORPORATION

Request No. 227072I

Docket No. 990362-T.
Exhibit CAB-1
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attempted to contact the customer to confirm if the LOA was accurate. Credits were issued in the amount of \$14.42.

10/12/98 Issuing a letter to the customer to confirm the LOA. The case will be closed accordingly upon hearing back from the customer. cab

11/04/98 Customer left me a message stating that the LOA was a complete forgery. cab

11/05/98 Case to be closed by letter. cab

Name COLELLA, JOSEPH

Company GTE COMMUNICATIONS CORPORATION

Docket No. 99030
Exhibit CAB-1
Page 61 of 373
Request No. 227326I

Address 8425 TURNBERRY CIRCLE

Attn. Bob Robinson227326I

By CAB Time 9:40 AM Date 09/16/1

Consumer's Telephone # (941)-924-2848

To CO Time FAX Date 09/16/1

City/zip Sarasota 34241 County SAR

Can Be Reached (941)-924-2848

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name JOSEPH COLELLA

Informal Conf. _____

Infraction LS-13C

Closed by CAB Date 10/04/199

Reply Received T

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice AT&T. Customer states that he is a retired AT&T employee and gets a full reimbursement from AT&T for his calls. Customer states that GTE claims that while he was out of the country he called a phone-mart to make the change on September 6, 1998. Customer states he and his wife were both out of the country and there is no one else that could have made the change.

Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

cbroome@psc.state.fl.us

850-410-6002

Current fax number 850-413-6362

10/01/98 Response received. It was reported that service was changed by LOA on 09/04/98. It has been determined that the LOA was not valid. A credit in the

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 10/01/1998

Name COLELLA, JOSEPH

Company GTE COMMUNICATIONS CORPORATION

Request No. 227326I

Docket No. 990362-
Exhibit CAB-1
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amount of \$8.39 has been issued.

10/04/98 Case closed by letter. cab

Name RENAUT, THERESA

Company GTE COMMUNICATIONS CORPORATION

Request No. 227587I

Address 1232 NE 17 TR

Attn. Bob Robinson227587I

By HB Time 12:18 PM Date 09/17/

Consumer's Telephone # (954)-764-8956

To CO Time FAX Date 09/17/

City/zip Fort Lauderdale 33304-2430 county BRO

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name STUART MEVEL

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 10/30/19

Reply Received L

Customer states that she was switched from MCI to GTE without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

****NOTE**** Please submit your response to Ms. Heidy Boeshaghi, Division of Consumer Affairs. Telephone number 850-410-8009 and FAX telephone number 850-410-8010, or you may e-mail your response to hbooesha@psc.state.fl.us

10/07/98 Case closed by letter. Service was cancelled. hb

10/08/98: Customer called requesting to speak to you. NJS.

10/13/98 Customer called to state that the LOA that was sent was forged. The signature was backwards and not correct. Customer also states that he called the company prior to the 15 day limit the company gave, in correspondence, for cancellation of services. I sent an e-mail to Jennifer to request that the case be re-opened until we can carefully review all the information provided. cab

10/15/98 Customer called to talk to a supervisor to discuss this situation

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARI
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

HEIDY BOOESHAGHI

DUE: 10/02/1998

Name RENAUT, THERESA

Company GTE COMMUNICATIONS CORPORATION

Request No. 227587I

Docket No. 990362
Exhibit CAB-1
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He would like someone to get in touch with him today. EAA.

10/15/98 12:45 PM I called the customer who advised me that the LOA was a forgery. The name was written backwards and the SS# was wrong. He also says that when he received the welcome letter from GTE Comm. he called the company, spoke with Linda Morales, and told her that they had not ordered a PIC change. The change order was processed anyway.

10/30/98 Case closed by letter. Forged signature. No charges incurred. hb

Name SUMMEY, MARY E.

Company GTE COMMUNICATIONS CORPORATION

Request No. 227667I

Address 1011 NE 142 STREET

Attn. BOB ROBINSON 227667I

By KES Time 3:46 PM Date 09/17/

city/zip North Miami 33161 County DADE

Consumer's Telephone # (305)-893-6768

To CO Time FAX Date 09/18/

Account Number _____

Can Be Reached ()- -

Type S Form FAX

Caller's Name MARY E. SUMMEY

Note _____

Category _____

Informal Conf. _____

Infraction LS-13B

Closed by KES Date 10/06/1998

Reply Received T

Customer states that her long distance service was changed without her authorization. She is requesting a full refund. Please investigate, follow up with customer and send a report which includes a copy of the verification tape and/or LOA and the amount of all credits issued.

10/05/98 Received report with explanation; credit and copy of LOA.

10/06/98 I called Ms. Summey to inquiry about the LOA. Left a voice message.

11:25 Ms. Summey returned my call. This is not her husband's signature. The LOA is a forgery.

10/6/98 File closed as an infraction based on customer's statement that the LOA is a forgery.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 10/05/1998

Name BRUMBY, CHIA

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
Exhibit CAB-1
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Request No. 227870I

Address 1098 SW CAIRO AVE.

Attn. Bob Robinson227870I

By TVG Time 9:04 AM Date 09/21/1998

city/zip Port Saint Lucie 34953 county STL

Consumer's Telephone # (561)-336-8581

To CO Time FAX Date 09/21/1998

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name ED BRUMBY

Informal Conf. _____

Infraction LS-13C

Closed by TVG Date 10/27/1998

Reply Received L

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

TARRAH GORDON

DUE: 10/06/1998

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior level analyst, assigned to this case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by T. Gordon.

10/19/1998 Received report and tape. TVG

10/27/1998 Analyst spoke with customer at 3:55 p.m. Customer stated that his wife did speak with a representative but she only requested that the company send her information not switch their service. Customer stated that he was pleased with the work of the PSC and the analyst. Case closed by phone. TVG

Name TOOTLE, NICK

Company GTE COMMUNICATIONS CORPORATION

Request No. 228050I

Docket No. 990362
Exhibit CAB-1
Page 67 of 373

Address 537 NAVARRE AVE

Attn. Bob Robinson228050I

By NCS Time 4:26 PM Date 09/21/19

Consumer's Telephone # (305)-569-9532

To CO Time FAX Date 09/21/19

City/zip Miami 33134 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name NICK TOOTLE

Informal Conf. _____

Infraction LS-13B

Closed by NCS Date 01/12/1999

Reply Received T

Inquiry taken by N.Cortijo-Simmonds/he

Customer states that he was switched from AT&T to GTE L.D. without authorization or request. He has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier. Customer states he 'd like to receive a copy of the LOA. Please assist in this matter.

10/06/98 Company requesting an extension until 10/30/98.

10/12/98 Received a report stating that LOA was forged. No charges billed. No credits issued.

01/12/99 Sending closeout letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 10/30/1998

Name CARDINAL, GISSELLE

Company GTE COMMUNICATIONS CORPORATION

Request No. 228168I

Address 301 NORTH FEDERAL HIGHWAY

Attn. Bob Robinson228168I

By CRP Time 11:33 AM Date 09/22/

LOT 123

Consumer's Telephone # (954)-457-0032

To CO Time FAX Date 09/22/

City/Zip Hallandale 33009 County BRO

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name GISSELLE CARDINAL

Informal Conf. _____

Infraction LS-13C

Closed by CRP Date 10/12/1998

Reply Received L

The customer says the following:

Her long distance service was switched without her knowledge or authorization.

The customer's PIC is MCI.

Ms. Cardinal is disputing the total amount of the bill, which rates are way over what MCI has quoted her. The total amount in dispute is \$406.77 billed for July and August of 1998.

A call was made to the customer's LEC, BST, and her account was protected from any long distance block.

Please provide the PSC with proof of authorization and a solution to this matter.

October 9, 1998: Report received along with a copy of an LOA. The customer has stated that the signature on the LOA is not hers. In addition the customer, Ms. Cardinal informed that the driver's license number written on the LOA is not her number. She continued to state that she never requested her long distance service to be switched. A credit was awarded to the customer in the amount of \$560.67. As an added annotation from the company this amount represents a full

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CARMEN PENNA

DUE: 10/07/1998

Name CARDINAL, GISELLE

Company GTE COMMUNICATIONS CORPORATION

Request No. 228168I

Docket No. 990362

Exhibit CAB-1

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100% reimbursement and not a rerate according to the customer's preferred carrier, MCI. The company made an additional investigation and found out that the employee who processed this LOA is no longer working for them. A closure letter will be forwarded to the customer.

October 12, 1998: *This inquiry is closed. C. Pena.

Name CHIUSANO, ANTHONY

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
Exhibit CAB-1
Page 70 of 373

Request No. 228209I

Address 326 FLAMINGO LANE

Attn. Bob Robinson228209I

By NJS Time 1:16 PM Date 09/22/19

Consumer's Telephone # (561)-498-7502

To CO Time FAX Date 09/22/19

city/zip Delray Beach 33445 county PLB

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name ANTHONY CHIUSANO

Informal Conf. _____

Infraction LS-13C

Closed by NJS Date 10/27/1998

Reply Received L

Customer states the following:

Customer's long distance service was switched without his knowledge.

Customer's PIC is AT&T.

Please provide the PSC with a full report and a proof of authorization.

10/09/98: Report Received. GTELD was not able to investigate the matter further because the sales agent has informed GTELD the employee who processed the service activation request has been terminated from employment.

09/28/1998: A letter was received from Mr. Chiusano and he stated that he never signed the LOA and he did not authorize the company to switch his long distance service. The customer stated that the driver's license number on the LOA was incorrect.

A closure letter will be forward to the customer by mail.

10/27/1998 This inquiry is closed.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 10/07/1998

Name CASS, ALEXANDER & IRENE

Company GTE COMMUNICATIONS CORPORATION

Request No. 228222I Docket No. 990362-
Exhibit CAB-1
Page 71 of 373

Address 1800 BEN FRANKLYN DRIVE

Attn. Bob Robinson228222I

By CRP Time 1:57 PM Date 09/22/1998

APARTMENT B-810

Consumer's Telephone # (941)-388-4161

To CO Time FAX Date 09/22/1998

city/zip Sarasota 34236 county SAR

Can Be Reached (941)-388-5020

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name IRENE CASS

Informal Conf. _____

Infraction LS-13C

Closed by CRP Date 10/12/1998

Reply Received L

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

CARMEN PENA

DUE: 10/07/1998

The customer states the following:

Her long distance service was switched without her knowledge or authorization.

The customer's PIC is Cable & Wireless.

Both phone numbers' long distance service was switch. The second phone number is the customers' fax line.

Please provide the PSC with proof of authorization and a solution to this matter.

October 7, 1998: Susan Robinson's faxed request was received at approximately 6:23 p.m. today, for an extension to the reply. She would like for the approval to be acknowledged via return mail.

October 8, 1998: Thank you for your update. EXTENSION IS GRANTED. Your reply is due by October 30, 1998. Carmen Pena.

October 9, 1998: Report received along with a copy of the LOA. A credit in the amount of \$25.00 has been issued to the customers for the inconvenience they experienced. No charges were billed to the customers therefore; no penalties were

Name CASS, ALEXANDER & IRENE

Company GTE COMMUNICATIONS CORPORATION

Request No. 228222I

Docket No. 9903
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issued as an additional credit.

An LOA submitted to the company by a Mr. Jerry Goolsby, was listed as the contact name. Mr. & Mrs. Cass do not know a Mr. Goosby. A closure letter will be forwarded to the customers. C. Pena.

October 12, 1998: *This inquiry is closed. C. Pena.

Name GOLDMAN, JASON

Company GTE COMMUNICATIONS CORPORATION

Request No. 228273I Docket No. 990362
Exhibit CAB-1
Page 73 of 373

Address 1500 NW 12TH AVE #1514

Attn. Bob Robinson228273I

By NCS Time 3:18 PM Date 09/22/1

Consumer's
Telephone # (305)-547-1644

To CO Time FAX Date 09/22/1

City/Zip Miami 33136 County DADE

Can Be
Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name JASON GOLDMAN

Informal Conf. _____

Infraction LS-13A

Closed by NCS Date 11/05/199

Reply Received L

Inquiry taken by N.Cortijo-Simmonds

Customer states that he was switched from Sprint to GTE without authorization or request. He has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

10/01/98 Received correspondence from customer (brochure sent by GTE L.D. to the customer welcoming them to GTE

11/05/98 Left message on customer answering machine requesting for him to call CAF.

11/05/98 Customer called back stating that the LOA was forged.

11/05/98 Closed by letter.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 10/07/1998

Name MOORE, HERBERT

Company GTE COMMUNICATIONS CORPORATION

Request No. 228549I

Docket No. 99036:
Exhibit CAB-1
Page 74 of 373

Address 765 NORTHEAST 77 TERRACE

Attn. Bob Robinson228549I

By KES Time 11:29 AM Date 09/24/1

City/zip Miami 33138 County DADE

Consumer's Telephone # (305)-758-8040

To CO Time FAX Date 09/25/1

Can Be Reached _____

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name HERBERT MOORE

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 01/10/199

Reply Received L

Customer states his long distance service was changed without his authorization. Please investigate, follow up with customer and send a report which includes the amount of all credits issued and a copy of the verification tape or LOA.

01/10/99 Case closed by letter. Forged signature. No charges billed. No credit. hb

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 10/12/1998

Name SHAW, MICHAEL

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
Request No. 228822I
Exhibit CAB-1
Page 75 of 373

Address 5523 JUSTINE WAY

Attn. Bob Robinson228822I

By VSM Time 3:27 PM Date 09/25/1

City/Zip Winter Park 32792 County ORN

Consumer's Telephone # (407)-678-8310

To CO Time FAX Date 09/25/1

Account Number _____

Can Be Reached _____

Type S Form Phone

Caller's Name MICHAEL SHAW

Note _____

Category _____

Informal Conf. _____

Infraction LS-13C

Closed by VSM Date 10/20/1998

Reply Received L

Customer is being billed for unauthorized services and/or unknown charges added to his phone bill.

Please investigate this issue, contact the customer and provide me with a detailed written report.

Inquiry taken by V. McKay.
vmckay@psc.state.fl.us

10-20-1998 I spoke to Ms. Shaw and informed her that they would receive 100% in adjustments. I spoke to her at 9:35am

11-19-1998 I gave this file to Hazel.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

VICTOR MCKAY

DUE: 10/12/1998

Name RODRIGUEZ, NATHANIEL & GENTILE, APRIL

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Request No. 228957I Exhibit CAB-1
Page 76 of 373

Address 1245 NE 201 TERRIS

Attn. Bob Robinson228957I

By HB Time 11:49 AM Date 09/28/1998

Consumer's Telephone # (305)-654-9150

To CO Time FAX Date 09/28/1998

City/zip Miami 33179 County DADE

Can Be Reached (305)-606-2184

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name APRIL GENTILE

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 11/03/1998

Reply Received L

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

HEIDY BOOESHAGHI

DUE: 10/13/1998

Customer states that she was switched from AT&T to GTE Long Distance without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

****NOTE**** Please submit your response to Ms. Heidy Boeshaghi, Division of Consumer Affairs. Telephone number 850-410-8009 and FAX telephone number 850-410-8010, or you may e-mail your response to hboesha@psc.state.fl.us

10/13/98 Ms. Gentile called stating that she received a letter from GTE in response to this case. She stated that the SS#, Apt.#, maiden name of Mr. Rodriguez mother all of these things are incorrect. There was no zip code listed, and the LOA was forged. She states that it was impossible for Mr. Rodriguez to fill this LOA because he is in another state. She stated that GTE LD knew that Ms. Gentile had ties with this phone account prior to the switch because she had called them to let them know she did not want to be switched and gave her name then. She states that it was deliberate and wants to make sure that the PSC is made aware of what has happened. Customer wanted to

PAGE: 2

if there is another agency she can complain to. I was informed by Ruth McHargue that she could take this up with the local law enforcement office. I asked her if with the information provided could we conclude this investigation. She agreed, this call was concluded at around 4:20 p.m. on 10/13/98. ncs

11/03/98 Case closed by letter. Signature on ballot is forged. No charges incurred therefore no credit. hb

11/24/98 Letter returned by post office. hb

Name HERNANDEZ, SANTIAGO

Company GTE COMMUNICATIONS CORPORATION

Request No. 229092I

Address 2931NW 28TH TER.

Attn. Bob Robinson229092I

By VSM Time 4:03 PM Date 09/28/19

Consumer's Telephone # (561)-883-9494

To CO Time FAX Date 09/28/19

City/zip Boca Raton 33434 County PLB

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name JUDITH HERNANDEZ

Informal Conf. _____

Infraction LS-13C

Closed by VSM Date 10/16/1998

Reply Received L

The customer states that there has been an unauthorized change in long distance phone carriers.

Please investigate this issue, contact the customer and provide a detailed written report.

Inquiry taken by V. McKay.
vmckay@psc.state.fl.us

Spoke to the customer and she stated that this is not her signature.

Closed by phone. VSM

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

VICTOR MCKAY

DUE: 10/13/1998

Name MOORE, ERIC

Company GTE COMMUNICATIONS CORPORATION

Request No. 229119I

Docket No. 990362-
Exhibit CAB-1
Page 79 of 373

Address 6845 SW 98 STREET

Attn. Bob Robinson229119I

By KES Time 4:51 PM Date 09/28/199

Consumer's Telephone # (305)-661-1622

To CO Time FAX Date 09/29/199

Can Be Reached _____

Type S Form INTERNET

City/Zip Miami 33156 County DADE

Note _____

Category _____

Account Number _____

Informal Conf. _____

Infraction LS-13C

Caller's Name ERIC MOORE

Closed by MEP Date 01/15/1999

Reply Received T

Customer states that his long distance service was changed without his authorization. Please investigate, follow up with customer and send a report which includes a copy of the verification tape or LOA and the amount of all credits issued.

10/14/98 Susan Robinson called and asked for an extension to finalize this case. Granted.

10/15/98 Received report with explanation, LOA and \$36.61 credit. It appears the customer of record did not fill out the LOA. A letter was sent to the customer.

01/15/99 Closed by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 10/28/1998

Name HACK, NIZAM

Company GTE COMMUNICATIONS CORPORATION

Request No. 229137I

Docket No. 990362
Exhibit CAB-1
Page 80 of 373

Address 11032 SW 162ND TERRACE

Attn. Bob Robinson229137I

By NJS Time 8:12 AM Date 09/29/199

Consumer's Telephone # (305)-252-7754

To CO Time FAX Date 09/29/199

city/zip Miami 33157 County DADE

Can Be Reached (305)-256-1117

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name NIZAM HACK

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 02/01/1999

Reply Received L

Customer states the following:

Customer's long distance service was switched without his knowledge.

Customer's PIC is AT&T.

Please provide the PSC with a full report and a proof of authorization.

10/15/1998: Report Received: Company contacted Mr. Hack to discuss the complaint and verify the signature on the LOA. Customer indicated that he did not know Jury Lawson and he did not authorize a change in his long distance service provider. GTELD issued credits totaling \$36.44 representing 100% reimbursement for GTEL charges.

02/01/99: A closure letter will be forwarded to the customer by mail.

This inquiry is closed.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 10/14/1998

Name CALLEJAS, OSCAR

Company GTE COMMUNICATIONS CORPORATION

Request No. 229156I Docket No. 990362-
Exhibit CAB-1
Page 81 of 373

Address 632 NW 134 AVE.

Attn. Bob Robinson229156I

By SRG Time 9:15 AM Date 09/29/1998

Consumer's
Telephone # (305)-221-7171

To SRG Time FAX Date 09/29/1998

City/zip Miami 33182 County DADE

Can Be
Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name MARIA PEREZ

Informal Conf. _____

Infraction LS-13C

Closed by SRG Date 10/20/1998

Reply Received .L

The customer says the following:

The customer's long distance was switched without his knowledge.

The customer's PIC is AT&T.

Please provide proof of authorization, including an LOA/TAPE.

10/14/98 The company called and asked for an extension until 10/28/98.

10/15/98 FAX TO CO. The extension has been granted.

10/15/98 Report received. The company stated that it will be issuing the customer a credit of \$36.81, for the charges incurred due to switch in the service. The company was able to speak to family members, and they stated that Mr. Oscar Callejas did not sign-up for their service. I will contact the customer and make sure that this matter has been resolved.

10/22/98 Customer's daughter called to say that on the LOA is not her father's signature or social security #.EAA.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 10/14/1998

Name MAY, JOHN

Company GTE COMMUNICATIONS CORPORATION

Request No. 229159I

Address 3695 AVOCADO AVE.

Attn. Bob Robinson229159I

By SRG Time 9:21 AM Date 09/29/1998

Consumer's Telephone # (305)-448-7867

To SRG Time FAX Date 09/29/1998

City/zip Miami 33133 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name BRENDA MAY

Informal Conf. _____

Infraction LS-13C

Closed by SRG Date 10/19/1998

Reply Received T

The customer says the following:

The customer's long distance service was switched without his knowledge.

The customer's PIC is AT&T.

Please provide proof of authorization, including an LOA/TAPE.

10/14/98 Report received. The company stated that it obtained authorization from John May, through a signed LOA application. The customer stated that this information was incorrect because he never signed an LOA for this company. This customer should be credited for any switching fees and all calls should be rerated to his preferred carrier's rates. I will contact the customer and make sure that he is satisfied with this resolution.

10/15/98 Report received. This is a hard copy of the previously provided report by the company.

10/19/98 FAX TO CO. The customer should be credited for any switching fees and all calls should be rerated to his preferred carrier's rates.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 10/14/1998

name MAY, JOHN

Company GTE COMMUNICATIONS CORPORATION

Request No. 229159I

AGE: 2

customer, so there are no credits due on this customer.

Name AGNACINA, GEORGE

Company GTE COMMUNICATIONS CORPORATION

Request No. 229188I

Address 5120 WILLOW LEAF DRIVE

Attn. Bob Robinson229188I

By NJS Time 10:26 AM Date 09/29/1998

Consumer's Telephone # (941)-371-6236

To CO Time FAX Date 09/29/1998

City/zip Sarasota 34241 County SAR

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name GEORGE AGNACINA

Informal Conf. _____

Infraction LS-13C

Customer says the following:

Closed by NJS Date 10/08/1998

Customer's long distance service was switched without his knowledge.

Reply Received T

Customer's PIC is AT&T.

CONSUMER REQUEST

Please provide the PSC with a full report and a proof of authorization.

FLORIDA PUBLIC SERVICE COMMISSION

10/02/98: Report Received. Company's report stated that Ms. Agnacina indicated that neither she nor her husband signed the LOA and she did not authorize a long distance change on her long distance service provider. GTELD issued a credit in the amount of \$8.22.

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

A closure letter will be forwarded to the customer by mail.

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

10/8/1998: This inquiry is closed.

NOELIA SANTIAGO

DUE: 10/14/1998

Name DEBONO, THOMAS

Company GTE COMMUNICATIONS CORPORATION

Request No. 229412I

Address 18362 JUPITER LANDINGS DRIVE

Attn. Bob Robinson229412I

By NJS Time 10:40 AM Date 09/30/1998

Consumer's Telephone # (561)-746-2453

To CO Time FAX Date 09/30/1998

City/Zip Jupiter 33458 County PLB

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name FERAPHINE DEBONO

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 03/31/1999

Reply Received T

Customer says the following:

Customer's long distance service was switched without his knowledge.

Customer's PIC is MCI.

Please provide the PSC with a full report and proof of authorization.

10/15/1998: Company is requesting an extension until 10/29/98. NJS

10/21/98: Report Received along with a copy of the LOA. The company has stated that no credits were granted to the customer because there were no bills generated.

10/26/98: I left a message to the customer informing her that I needed to verify the information on the submitted report and LOA.

10/27/98: The customer returned my call and informed me that the signature on the submitted LOA does not belong to her nor her husband.

11/10/98 Customer called to state that she has not yet received the LOA form to

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 10/15/1998

Name DEBONO, THOMAS

Company GTE COMMUNICATIONS CORPORATION

Request No. 229412I

Docket No. 990362-T
Exhibit CAB-1
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10/21/99: Report Received: According to the company's report, no GTELD charges were billed to this telephone number. No credits were issued. Customer did not sign the LOA.

03/31/99: An automatic closure letter will be sent to the customer.

This inquiry is closed.

Name QUICK, DAVID

Company GTE COMMUNICATIONS CORPORATION

Request No. 229729I

Address 12710 SW 72ND AVE

Attn. Bob Robinson229729I

By NCS Time 2:06 PM Date 10/01/1998

City/Zip Miami 33156 County DADE

Consumer's Telephone # (305)-232-8467

To CO Time FAX Date 10/01/1998

Account Number _____

Can Be Reached _____

Type S Form Phone

Caller's Name DAVID QUICK

Note NCS

Category _____

Informal Conf. _____

Infraction LS-13A

Closed by NCS Date 10/20/1998

Reply Received L

Inquiry taken by N.Cortijo-Simmonds

Customer states that he was switched from MCI to GTE without authorization or request. He has returned to his carrier of choice. Please investigate this matter, contact the customer, and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

10/01/98 Received correspondence & bills from customer.

10/19/98 Report received company stating that the account was slammed due to a forged LOA by a company sales agent that has since been terminated. No credit to be issued because no charges were incurred.

10/20/98 Closed by letter.

10/16/98 Report received via fax on 10/16.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 10/16/1998

Name GONZALEZ, JOSE

Company GTE COMMUNICATIONS CORPORATION

Request No. 229974I

Address 1432 SW 13TH STREET

Attn. Bob Robinson229974I

By EAA Time 4:14 PM Date 10/02/1998

Consumer's Telephone # (305)-854-4180

To CO Time FAX Date 10/02/1998

City/Zip Miami 33145 County DADE

Can Be Reached (305)-854-7678

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name JOSE GONZALEZ

Informal Conf. _____

Infraction LS-13C

Closed by EAA Date 10/29/1998

Reply Received T

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by E. Akanbi
eakanbi@psc.state.fl.us
850-410-6006
800-511-0809 fax

*** NEW NOTES ***

10/19/98 Company response received. GTE states they had proper authorization to switch Mr. Gonzalez's service. Attached with the company response was a copy of the LOA. I attempted to contact Mr. Gonzalez to verify his receipt of the LOA and to validate the authenticity of the form. There was no answer at his home. I send out a form letter and a copy of the LOA sent by GTE to the customer. EAA.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

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

ELSIE A. AKANBI

DUE: 10/19/1998

Name GONZALEZ, JOSE

Company GTE COMMUNICATIONS CORPORATION

Request No. 229974I

Docket No. 990362-TI

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10/27/98 Customer called @ 8:33. Mr. Gonzalez has reviewed the LOA and says it does not have his correct Social Security number nor his correct signature. This response will be faxed back to company for further review. EAA.

10/29/98 Company called to confirm that a full credit of \$50.47 will be applied to customer's account within one to three billing cycles. Closed by slamming form letter. EAA.

Name PAGAN, ALEX

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-TI
Request No. 230221I
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Page 90 of 373

Address 14900 SW 168TH STREET

Attn. Bob Robinson230221I

By NJS Time 8:32 AM Date 10/06/1998

Consumer's Telephone # (305)-232-3746

To CO Time FAX Date 10/06/1998

City/Zip Miami 33187 County DADE

Can Be Reached (305)-486-7256

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name ALEX PAGAN

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 02/01/1999

Reply Received T

Customer states the following:

Customer's long distance service was switched without his knowledge.

Customer's PIC is AT&T.

Customer is disputing the charges that will appear on his account.

Please provide the PSC with a full report and a proof of authorization.

10/21/98: Report Received: GTELD sent a copy of the LOA form to Mr. Pagan to verify the information and confirm the validity of the signature. The PSC received a copy of a letter that Mr. Pagan sent to the company and he stated that the signature on the LOA form is not his signature and the information provided was incorrect. No charges were billed to the customer's account.

02/01/1999: A closure letter will be forward to the customer by mail.

This inquiry is closed.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 10/21/1998

Name FALK, MYRNA LEE

Company GTE COMMUNICATIONS CORPORATION

Request No. 230398I

Address 5925 SOUTHWEST 74TH AVENUE

Attn. Bob Robinson230398I

By TVG Time 10:53 AM Date 10/07/1998

Consumer's Telephone # (305)-666-4320

To CO Time FAX Date 10/07/1998

City/Zip Miami 33143 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name JOE FINEBERG

Informal Conf. _____

Infraction LS-13B

Closed by TVG Date 10/23/1998

Reply Received T

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior level analyst, assigned to this case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by T. Gordon.

10/23/1998 Closed case with letter. TVG

Slamming
No Credit
GTELD

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

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

TARRAH GORDON

DUE: 10/22/1998

Name NAPOLITANO, WILLIAM F III

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
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Request No. 230412I

Address 200 SEABREEZE CIRCLE

Attn. Bob Robinson230412I

By HB Time 11:27 AM Date 10/07/1998

Consumer's Telephone # (407)-348-2049

To CO Time FAX Date 10/07/1998

City/zip Kissimmee 34743-8330 county OSC

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name MONICA NAPOLITANO

Informal Conf. _____

Infraction LS-13A

Closed by HB Date 10/27/1998

Reply Received T

Customer states that she was switched from MCI to GTE Long Distance without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

****NOTE**** Please submit your response to Ms. Heidy Boeshaghi, Division of Consumer Affairs. Telephone number 850-410-8009 and FAX telephone number 850-410-8010, or you may e-mail your response to hbooesha@psc.state.fl.us

10/27/98 Case closed by letter. Wrong social security in the ballot. No charges incurred-no credit. hb

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

HEIDY BOESHAGHI

DUE: 10/22/1998

Name KORROS, DAVID

Company GTE COMMUNICATIONS CORPORATION

Request No. 230565I

Address 1051 NE 179 STREET

Attn. Bob Robinson230565I

By NJS Time 9:27 AM Date 10/08/1998

Consumer's Telephone # (305)-651-8319

To CO Time FAX Date 10/08/1998

City/zip Miami 33162 County DADE

Can Be Reached (305)-377-5915

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name DAVID KORROS

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 10/27/1998

Reply Received L

Customer states the following:

Customer's long distance service was switched without his knowledge.

Customer's PIC is AT&T.

Please provide the PSC with a full report and a proof of authorization.

10/26/1998: Report Received: GTELD contacted Mr. Korros who indicated neither he nor his wife authorized the change in their long distance service and the signature on the LOA form was not his. No GTELD charges were incurred and therefore, no credits were issued.

A closure letter will be forward to the customer by mail.

10/27/1998 This inquiry is closed.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 10/23/1998

Name CASTILLO, ELSA

Company GTE COMMUNICATIONS CORPORATION

Request No. 230604I

Docket No. 990362-7
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Address 15505 MIAMI LAKE WAY NORTH APT.105

Attn. Bob Robinson230604I

By NJS Time 11:43 AM Date 10/08/199

Consumer's Telephone # (305)-823-7338

To CO Time FAX Date 10/08/199

Can Be Reached _____

Type S Form Phone

City/Zip Hialeah 33014 County DADE

Account Number _____

Note _____

Category _____

Caller's Name ELSA CASTILLO

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 10/27/1998

Reply Received T

Customer states the following:

Customer's long distance service was switched without her knowledge.

Customer's PIC is MCI.

Please provide the PSC with a full report and proof of authorization.

10/26/98 Received customer's correspondence. GTELD contacted Ms. Castillo, who indicated she had not authorized the change in long distance service. The credit in the amount of \$71.14 was issued to the customer's account.

A closure letter will be forward to the customer by mail.

10/27/98 This inquiry is closed.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 10/23/1998

Name IVIE, HARVEY GLEN

Company GTE COMMUNICATIONS CORPORATION

Request No. 230842I

Address 1268 NE 93RD ST

Attn. Bob Robinson230842I

By NCS Time 4:33 PM Date 10/09/199

Consumer's Telephone # (305)-758-4023

To CO Time FAX Date 10/09/199

City/Zip MIAMI SHORES 33138 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name MARY BARBARA IVIE

Informal Conf. _____

Infraction LS-13A

Closed by NCS Date 10/29/1998

Reply Received T

Customer states that she was switched from AT&T to GTE without authorization or request. She has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

10/26/98 Received a report stating that the LOA had been forged and a wrong social security # given. No credits applied.

10/29/98 Closed by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 10/26/1998

Name BEAUCAGE, DONALD Company GTE COMMUNICATIONS CORPORATION
Address 105 EAST PLANTATION BLVD. Attn. Bob Robinson230867I
City/zip Lake Mary 32746 County SEM Consumer's Telephone # (407)-321-1053
Account Number _____ Can Be Reached _____
Caller's Name DONALD BEAUCAGE Informal Conf. _____

Docket No. 990362-
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Request No. 230867I
By EAA Time 9:30 AM Date 10/12/1998
To CO Time FAX Date 10/12/1998
Type S Form Phone
Category _____
Infraction LS-13B
Closed by EAA Date 04/13/1999
Reply Received T

Customer states that he was switched from AT&T to GTE without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Note Customer contact is Donald or Irene Beaucage.

****NOTE**** Please submit your response to Ms. Elsie Akanbi, Division of Consumer Affairs. Telephone number 850-410-6006 and FAX telephone number 800-511-0809, or you may e-mail your response to eakanbi@psc.state.fl.us

10/27/98 Company response received. GTE Long Distance states that a LOA with Mr. Beaucage's signature was received on Sept. 28, 1998, for inter-lata service. On Oct. 11, 1998, this customer's LEC sent an electronic deactivation request to GTELD. Company has sent a copy of the LOA to the customer to verify the information and his signature. No credits were issued because no GTELD charges were incurred. Analyst will contact customer to ask if he had authorized GTELD to provide service. EAA.

11/02/98 Called customer to make sure he received a copy of the LOA and if he

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

ELSIE A. AKANBI

DUE: 10/27/1998

Name BEAUCAGE, DONALD

Company GTE COMMUNICATIONS CORPORATION

Request No. 230867I

Docket No. 990362
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had a chance to review it. EAA.

4/13/99 Case closed by SLAM AUTO CLOSEOUT letter. Customer stated he did not authorize this switch. No credit issued because no charges were incurred by customer. eaa.

Name FORNES, RANDY

Company GTE COMMUNICATIONS CORPORATION

Request No. 231058I

Address 192 HIDDEN SPRINGS CIRCLE

Attn. Bob Robinson231058I

By KES Time 9:48 AM Date 10/13/1999

Consumer's Telephone # (407)-344-3997

To CO Time FAX Date 10/14/1999

city/zip Kissimmee 34743 county OSC

Can Be Reached (407)-348-1117

Type S Form INTERNET

Account Number _____

Note _____

Category _____

Caller's Name RANDY FORNES

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 03/26/1999

Reply Received T

Customer states that his long distance service was changed without his authorization. He is requesting a full refund of all charges. Please investigate, follow up with the customer and advise.

10/29/98 Received request for extension in order for company to contact customer and resolve issue. Granted.W

03/26/99 Case close by letter. Customer of record did not authorize the switch. Appears to be in violation of rule 25-4.118. Credit of \$42.78. hb

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 11/05/1998

Name STACK, VINCENT

Company GTE COMMUNICATIONS CORPORATION

Request No. 231118I

Address 116 LEMON LANE

Attn. Bob Robinson231118I

By NCS Time 12:48 PM Date 10/13/19

Consumer's Telephone # (407)-332-6895

To CO Time FAX Date 02/11/19

city/zip Longwood 32750 county SEM

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name GERALDINE STACK

Informal Conf. _____

Infraction LS-13C

Closed by NCS Date 03/01/1999

Reply Received T

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 02/26/1999

Customer states that she was switched from AT&T to GTE without authorization or request. She has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

02/11/99 Received e-mail from Christi Gary stating that she had not received this fax. Refaxing to GTE with due date as 02/26/99.

02/26/99 Received report stating that a \$9.90 credit had been issued. Louis Stack signed LOA. Mr. Stack stated that no one in his household signed the LOA.

03/01/99 Closing by letter,slamming. 03/15/99 Mailing letter.

Name STACK, KEVIN

Company GTE COMMUNICATIONS CORPORATION

Request No. 231119I Docket No. 990362
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Address 116 LEMON LANE

Attn. Bob Robinson231119I

By NCS Time 12:54 PM Date 10/13/19

Consumer's Telephone # (407)-332-9469

To CO Time FAX Date 10/13/19

City/zip Longwood 32750 County SEM

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name GERALDINE STACK

Informal Conf. _____

Infraction LS-13A

Closed by NCS Date 10/29/1998

Reply Received T

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 10/28/1998

Customer states that she was switched from AT&T to GTE without authorization or request. She has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

10/29/98 Received report stating that the LOA was forged. No amount adjusted no charges incurred.

10/29/98 Closed by letter.

Name MILLER, FRANK

Company GTE COMMUNICATIONS CORPORATION

Request No. 231192I

Address 6220 S.W. 116TH STREET

Attn. Bob Robinson231192I

By CAB Time 10:29 AM Date 10/14/19

Consumer's Telephone # (305)-661-7021

To CO Time FAX Date 10/14/19

City/Zip Miami 33156 County DADE

Can Be Reached (305)-661-7021

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name ROSEMARY MILLER

Informal Conf. _____

Infraction LS-13C

Closed by MEP Date 12/07/1998

Reply Received T

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Customer states she received a call asking her "are you satisfied with your service?" Customer thought she was talking to her provider. Customer ended the call when they asked her for her social. Customer states that the gentleman never said GTE he stated he was with Excel and just trying to be sure she was happy with her service. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.
cbroome@psc.state.fl.us
850-410-6002
Current fax number 850-413-6362

10/29/98 Response received. It was reported that the company had a signed LOA. It appears that the customer of record did not authorize a switch in service.

11/13/98 I am sending a copy of the LOA form to the customer for review.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 10/29/1998

Name MILLER, FRANK

Company GTE COMMUNICATIONS CORPORATION

Request No. 231192I

Docket No. 990362-
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12/07/98 Closed by letter. mep

IF THE CUSTOMER CALLS:

The company has offered to issue an adjustment to the account for the difference in rates between this company and that of your previous carrier. Please send copies of the bills from this company and a bill from the month prior when you were still a customer of record with your previous carrier. You may fax the documents toll-free at 1-800-511-0809 or send them US Mail to the PSC.

Name MALEK, SANDRA
Address 7761 S.W. 134TH TERR.
City/Zip Miami 33156 County DADE
Account Number 61y305412756551
Caller's Name SANDRA MALEK

Company GTE COMMUNICATIONS CORPORATION
Attn. Bob Robinson231284I
Consumer's Telephone # (305)-255-5771
Can Be Reached _____
Note _____
Informal Conf. _____

Docket No. 990362
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Request No. 231284I
By EAA Time 5:02 PM Date 10/14/19
To CO Time FAX Date 10/14/19
Type S Form Phone
Category _____
Infraction LS-13B
Closed by EAA Date 04/26/1999
Reply Received T

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

Note Customer contact is Sandra Malek

****NOTE**** Please submit your response to Ms. Elsie Akanbi, Division of Consumer Affairs. Telephone number 850-410-6006 and FAX telephone number 800-511-0809, or you may e-mail your response to eakanbi@psc.state.fl.us

10/30/98 COMPANY RESPONSE RECEIVED:

GTELD states that an account was opened for the customer based on a LOA signed by Sandra Malek on August 13, 1998. An electronic deactivation notice was received on October 1, 1998, canceling the service. GTELD has issued a credit for \$26.07. This credit represents 100% reimbursement.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

ELSIE A. AKANBI

DUE: 11/02/1998

Name MALEK, SANDRA

Company GTE COMMUNICATIONS CORPORATION

Request No. 231284I

Docket No. 990362-TI
Exhibit CAB-1
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4/26/99 Case closed by SLAM letter. Ms. Malek told GTELD that she did not authorize the switch. Case closed as violation of F.A.C. 25-4.118(2)(b). eakanbi.

Name DAVALOS, FILIBERTO

Company GTE COMMUNICATIONS CORPORATION

Request No. 231302I

Address 969 WEST 80TH PLACE

Attn. Bob Robinson231302I

By NJS Time 9:00 AM Date 10/15/19

Consumer's Telephone # (305)-827-1690

To CO Time FAX Date 10/15/19

City/zip Hialeah 33014 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name GLORIA DAVALOS

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 11/12/1998

Reply Received T

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 10/30/1998

Customer says the following:

Customer's long distance service was switched without his knowledge.

Customer's PIC is AT&T.

Customer is disputing the total charges in the amount of \$11.92.

Please provide the PSC with a full report and proof of authorization.

10/30/1998 Report Received: GTELD representative contacted the customer who indicated that she did not authorize the change in her long distance service provider and did not know anyone by the name of Ramon Peralta. GTELD issued a credit in the amount of \$13.92. representing 100% reimbursement for the GTELD charges and switching fees incurred.

A closure letter will be forward to the customer by mail.

This inquiry is closed.

Name WITZKE, RALPH

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
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Request No. 231370I Page 106 of 373

Address 9601 NORTHWEST 10 COURT

Attn. BOB ROBINSON 231370I

By KES Time 12:00 PM Date 10/15/19

Consumer's Telephone # (954)-723-0664

To CO Time FAX Date 10/16/19

City/zip Sunrise 33322 County BRO

Can Be Reached _____

Type S Form FAX

Account Number _____

Note _____

Category _____

Caller's Name RALPH WITZKE

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 02/20/1999

Reply Received L

Customer said that his long distance service was changed without his authorization. Please investigate, follow up with customer and send a report which includes the amount of any credits issued and a copy of the LOA or verification tape.

01/19/99 Sent signature verification letter. hb

02/05/99 Received fax from customer stating that he has never seen the form and that the signature is not his. He signed the fax and the signature is not even close to the one on the ballot. hb

02/20/99 Case closed by letter. See notes above. No charges incurred therefore no credit. hb

02/22/99 Received request from company concerning the file being closed late. The company states its report was sent on 11/2/98 which is the due date, but the report was closed as late. Our records reflect that the report was received on 11/6/98. Therefore, the case was closed as late.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 11/02/1998

Name BABOURI, MAURICE

Company GTE COMMUNICATIONS CORPORATION

Request No. 231508I

Address 1090 N.E. 167 STREET

Attn. Bob Robinson231508I

By JRD Time 11:12 AM Date 10/16/1998

Consumer's Telephone # (305)-947-5842

To CO Time FAX Date 10/16/1998

City/zip Miami 33162 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name MAURICE BABOURI

Informal Conf. _____

Infraction LS-13C

Closed by JRD Date 11/03/1998

Reply Received T

Customer says his PIC was switched from AT&T without his authorization. Please provide proof of authorization and rerate calls.

11/2/98 Report received.

11/3/98 Called and spoke with Mrs. Babouri. The LOA is forged. Mr. Babouri spells his first name Maurice. Closed with letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DICK DURBIN

DUE: 11/02/1998

Name CORTINA, ARMANDO Company GTE COMMUNICATIONS CORPORATION
Address 2549 SW 19TH TERR. Attn. Bob Robinson231655I
City/Zip Miami 33145 County DADE Consumer's Telephone # (305)-854-7469
Account Number _____ Can Be Reached _____
Caller's Name ARMANDO CORTINA Note _____ Informal Conf. _____

Docket No. 990362
Exhibit REP-1
Page 108 of 373
Request No. 231655I
By EAA Time 8:40 AM Date 10/19/1998
To CO Time FAX Date 10/19/1998
Type S Form Phone
Category _____
Infraction LS-13B
Closed by EAA Date 04/13/1999
Reply Received T

Customer states that he was switched from MCI to GTE without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Note Customer contact is Armando Cortina

****NOTE**** Please submit your response to Ms. Elsie Akanbi, Division of Consumer Affairs. Telephone number 850-410-8006 and FAX telephone number 800-511-0809, or you may e-mail your response to eakanbi@psc.state.fl.us

11/3/98 COMPANY RESPONSE RECEIVED:

GTELD states that an account was established for 305-854-7469 on August 27, 1998, for Interlata service. This was a result of a LOA signed on August 13, 1998 by Joseta Blanco. This service was deactivated on October 21, 1998 per request by Mr. Cortina's LEC.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

ELSIE A. AKANBI

DUE: 11/03/1998

PAGE: 2

GTLED spoke with Mr. Coritna. Customer states he does not know anyone named Joseta Blanco and the social security number of the LOA is not his. GTELD has issued full credit of \$2.44. Customer advised GTELD that he had not been charged any switching fee but would contact GTELD if he should later.

11/16/98 CUSTOMER CORRESPONDENCE RECEIVED:

Received a letter from the customer stating that the problem had not been resolved because they are still receiving bills from GTELD.

1/22/98 3:14 p.m. Left message for Mr. Cortina to contact me if he still receiving charges or bills from GTELD. eaa.

4/13/99 Left another message for Mr. Cortina to contact me if the matter has not been resolved.

Case closed by SLAM AUTOMATIC CLOSEOUT letter. CREDIT \$2.44.

4/15/99 Company response received from customer's LEC, BellSouth:

Our investigation reveals that after receiving the appeal on 04/13/99, Customer Service Specialist, Virginia Simon, reviewed the account. She determined that the GTE charges never appeared on the BellSouth bill. However, the carrier

Name CORTINA, ARMANDO

Company GTE COMMUNICATIONS CORPORATION

Request No. 231655I

Docket No. 990362-
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change charges totaling \$2.98, billed on the 08/98 & 11/98 bills, were adjusted and credits will appear on the 05/11/99 bill.

Name SAMUEL, MARIE

Company GTE COMMUNICATIONS CORPORATION

Address 12725 NE 12TH AVE

Attn. Bob Robinson231667I

Consumer's Telephone # (305)-893-9872

City/Zip North Miami 33161-5103 County DADE

Can Be Reached _____

Account Number _____

Note NCS

Caller's Name MARIE SAMUEL

Informal Conf. _____

Request No. 231667I

By NCS Time 9:32 AM Date 10/19/19

To CO Time FAX Date 10/19/19

Type S Form Phone

Category _____

Infraction LS-13A

Closed by NCS Date 12/10/1998

Reply Received T

Customer states that she was switched from Sprint to GTE without authorization or request. She has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier. Customer states that they were being billed in 6 second increments rather than by minute with Sprint and states that the rerate should reflect the same.

10/21/98 Customer called regarding case. She states GTE has a collection agency on the matter, she's concerned because she does not want her credit ruined. I called the collection agency at 800-480-8595 to request that they hold action on this case until investigation is over and they agreed. Their due date is 11/20/98 and customer was informed that she would be held responsible for contacting them regarding this matter.

11/03/98 Company requesting extension until 11/10/98. Extension granted.

11/12/98 Received report from company stating that a credit for \$413.60 had been issued with a \$20.00 calling card as courtesy for inconvenience, forged LOA was the reason for the switch.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 11/10/1998

Name SAMUEL, MARIE

Company GTE COMMUNICATIONS CORPORATION

Request No. 231667I

Docket No. 990362
Exhibit CAB-1
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11/12/98 Called Ms. Samuel to inform her of report. I requested a copy of her signature to compare to LOA. She states that she did not sign LOA. Waiting for this information.

12/10/98 Have not received correspondence from customer.

12/27/98 Closed by letter.

Name MELENDEZ, PAUL

Company GTE COMMUNICATIONS CORPORATION

Request No. 232943I

Address 9340 SW 106 AVE.

Attn. Bob Robinson232943I

By SRG Time 3:59 PM Date 10/27/1998

City/zip Miami 33176 County DADE

Consumer's Telephone # (305)-274-1736

To SRG Time FAX Date 10/27/1998

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name PAUL MENDEZ

Informal Conf. _____

Infraction LS-13C

Closed by MEP Date 03/23/1999

Reply Received T

The customer says the following:

The customer's long distance service was switched without his knowledge.

The customer's PIC is Sprint.

Please provide proof of authorization, including an LOA/TAPE.

2/3/99 Fax to Co. The company stated that it had not received the case on its original date, so the new due date is 2/18/99.

2/18/99 The company contacted us and asked for an extension until 3/5/99.

03/05/99 Received report with explanation and LOA. A credit of \$13.05 was issued to the account on 03/05/99. A letter was sent to the customer.

03/23/99 Closed by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 11/12/1998

Name DEVARONA, MARTINA

Company GTE COMMUNICATIONS CORPORATION

Request No. 231930I

Docket No. 990362-
Exhibit REP-1
Page 114 of 373

Address 1093 S.W. 29TH AVENUE

Attn. Bob Robinson231930I

By KBB Time 3:16 PM Date 10/20/1998

Consumer's Telephone # (305)-220-3104

To KBB Time FAX Date 10/20/1998

City/zip Miami 33184 County DADE

Can Be Reached _____

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name MARTINA DEVARONA

Informal Conf. _____

Infraction LS-13C

Closed by KBB Date 11/18/1998

Reply Received T

10/20/98 received letter from customer stating her long distance service was changed without authorization. Please investigate this account provide method used to obtain authorization according to Rule 25-4.118, Florida Administrative Code. In addition, the welcome letter received by the customer states welcome to GTE Long Distance. According to our records GTE Long Distance is not a certificated name, it has been changed to GTE Communications Corp.

Please provide a written response to staff by November 4, 1998. My telephone number is (850) 413-6546; fax (850) 413-6547; email address kbiegals@psc.state.fl.us

11/04/98 Susan Robinson, GTE, called to request extension until 11/11/98. Granted extension until 11/9/98.

11/18/98 Response received from GTE. Company switched service based on LOA signed by Jose Ballesteros. Per LOA the name of the service is in Marcelo DeVarona. Per Ms. DeVarona's letter, Mr. DeVarona is deceased. Sent letter to Ms. DeVarona after attempts to contact via telephone were unsuccessful to contact me to discuss LOA information.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

KELLY BIEGALSKI

DUE: 11/04/1998

Name LABRIT, MARIO

Company GTE COMMUNICATIONS CORPORATION

Request No. 232422I

Address 7795 SW 79 COURT

Attn. Bob Robinson232422I

By KES Time 12:18 PM Date 10/23/1998

Consumer's Telephone # (305)-279-4062

To CO Time FAX Date 10/26/1998

City/zip Miami 33143-3924 County DADE

Can Be Reached _____

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name SUZANNE H. YOUMANS

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 02/18/1999

Reply Received T

Customer states that her long distance service was changed without her authorization. Please investigate, follow up with the customer and send a report which includes the amount of the credits issued and a copy of the LOA or verification report.

12/14/98 Letter of signature verification sent. hb

02/04/99 Email from customer received. Customer stated that he has never heard or spoken with Urria Pilar (person who signed the ballot). hb

02/18/99 Case closed by letter. See notes on 2/4/99. It appears that this is an apparent violation of rule 25-4.118. Credit of \$2.08. hb

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 11/10/1998

Name FUENTES, MARIA C.

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
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Request No. 232475I

Address 318 NW 57 AVE

Attn. Bob Robinson232475I

By HB Time 2:43 PM Date 10/23/1998

Consumer's
Telephone # (305)-264-5435

To CO Time FAX Date 10/23/1998

City/Zip Miami 33126 County DADE

Can Be
Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name MARIA C. FUENTES

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 02/18/1999

Reply Received T

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

****NOTE**** Please submit your response to Ms. Heidy Boeshaghi, Division of Consumer Affairs. Telephone number 850-410-8009 and FAX telephone number 850-410-8010, or you may e-mail your response to hbooesha@psc.state.fl.us

11/18/98 Sent letter of signature verification. hb

02/18/99 I called the customer to find out about the ballot. Customer advised me that 1) ss# is incorrect and 2) she does not know anyone by the name of Margarita Gomez who signed the ballot. It appears to be a violation of the rule. 100% of the charges reimbursed. (66.61). hb

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

HEIDY BOESHAGHI

DUE: 11/09/1998

Name ROTH, AUDREY

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Exhibit CAB-1
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Request No. 232591I

Address 8620 SW 118 STREET

Attn. Bob Robinson232591I

By NJS Time 11:18 AM Date 10/26/199

Consumer's
Telephone # (305)-235-0765

To CO Time FAX Date 10/26/199

City/Zip Miami 33156 County DADE

Can Be
Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name AUDREY ROTH

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 02/01/1999

Reply Received T

Customer says the following:

Customer's long distance service was switched without her knowledge.

Customer's PIC is MCI WORLDCOM.

Please provide the PSC with a full report and a proof of authorization.

11/10/98 - Company request for extension granted until 11/13/98.paj

11/13/98: Report Received: GTELD representative contacted Ms. Roth, who indicated she did not know anyone by the name of Ruth Wallace, the social security number on the LOA was not hers and she did not authorize the change in her long distance provider. A credit in the amount of \$.88 was issued to the customer's account. The credit should appear within one to three billing cycles.
NJS

02/01/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

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

NOELIA SANTIAGO

DUE: 11/10/1998

Name DAVIS, PAUL

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Exhibit CAB-1
Request No. 232595I Page 118 of 373

Address 1236 TALLYWOOD DRIVE

Attn. Bob Robinson232595I

By EAA Time 10:36 AM Date 10/26/19

Consumer's Telephone # (941)-366-6120

To CO Time FAX Date 10/26/19

city/zip Sarasota 34237 County SAR

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name PAUL DAVIS

Informal Conf. _____

Infraction LS-13B

Closed by EAA Date 12/29/1998

Reply Received T

Customer states that he was switched from MCI to GTE Long Distance without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Note Customer contact is Paul Davis

****NOTE**** Please submit your response to Ms. Elsie Akanbi, Division of Consumer Affairs. Telephone number 850-410-8006 and FAX telephone number 800-511-0809, or you may e-mail your response to eakanbi@psc.state.fl.us

11/10/98 Company response received. Company request extension on case until 11/24/98 by Susan Robinson from GTE. Extension granted per E. Akanbi. Company states they did not receive original complaint when faxed on 10/26/98.

11/24/98 COMPANY RESPONSE RECEIVED. GTELD states that long distance service was never provided to the customer's number. Company states they did receive a LOA dated Oct. 9, 1998. When company contacted Mr. Davis, customer declined to discuss the matter. GTELD has issued a credit of \$7.65 to cover any account

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

ELSIE A. AKANBI

DUE: 11/10/1998

PAGE: 2

charges. Company request that Mr. Davis send in any future charges to GTELD for reimbursement. Mr. Davis' name has been added to GTELD Master DNS list as of Nov. 24, 1998. eaa.

11/30/98 Mailed copy of LOA to customer for review. Case will be closed upon hearing from customer. eaa.

12/29/98 Customer has reviewed the LOA. Customer says that his signature is not his and that the company did talk to him regarding this complaint. Customer is very upset that his service was switched. Customer would like the complaint to show that Ms. Jane Lee letter was incorrect, eaa.

12/29/98 Case closed by SLAM letter. CREDIT \$7.65

Name GRENIER, GUILLERMO

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Request No. 232657I
Exhibit REP-1
Page 120 of 373

Address 14991 SW 112 TERRACE

Attn. Bob Robinson232657I

By NJS Time 1:23 PM Date 10/26/1998

Consumer's Telephone # (305)-388-6469

To CO Time FAX Date 10/26/1998

City/Zip Miami 33196 County DADE

Can Be Reached (305)-388-6469

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name STEPHANIE GRENIER

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 02/01/1999

Reply Received T

Customer says the following:

Customer's long distance service was switched without his knowledge.

Customer's PIC is AT&T.

Please provide the PSC with a full report and a proof of authorization.

11/10/98 - Company request for an extension granted until 11/13/98.paj

11/13/98: Report Received: On October 15, 1998 GTELD sales agent generated a Long Distance Provider Change Form (LOA) showing the signature of Nivrka Escobar dated September 17, 1998. Customer indicated that she did not know anyone by that name and she did not authorize the change in long distance provider. A credit in the amount of \$5.00 was issued to the customer representing a 100% reimbursement for the GTELD charges and switching fees.

Credit should appear within one to three billing cycles.NJS

02/02/99: A closure letter will be forward to the customer by mail.

This inquiry is closed

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 11/10/1998

Name GRENIER, GUILLERMO

Company GTE COMMUNICATIONS CORPORATION

Request No. 232657I

Docket No. 990362-

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Name MARTINEZ, CARLOS A.

Company GTE COMMUNICATIONS CORPORATION

Request No. 232935I Docket No. 990362
Exhibit CAB-1
Page 122 of 373

Address 14443 SW 155 PLACE

Attn. Bob Robinson232935I

By KES Time 3:48 PM Date 10/27/1998

Consumer's Telephone # (305)-378-6710

To CO Time FAX Date 10/28/1998

City/Zip Miami 33196 County DADE

Can Be Reached _____

Type S Form INTERNET

Account Number _____

Note _____

Category _____

Caller's Name CARLOS A. MARTINEZ

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 01/10/1999

Reply Received T

Customer states that his long distance service was changed without authorization. Please investigate, follow up with customer and send a report which includes the amount of all credits issued and a copy of the LOA or verification tape.

01/10/99 Case closed by letter. Signature does not belong to customer. Credit of \$4.13. hb

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 11/13/1998

Name ALEJANDRO, CELINA

Company GTE COMMUNICATIONS CORPORATION

Request No. 232987I Docket No. 990362-7
Exhibit CAB-1
Page 123 of 373

Address 26444 SW 122ND PLACE

Attn. Bob Robinson232987I

By NJS Time 8:19 AM Date 10/28/19'

Consumer's Telephone # (305)-258-5715

To CO Time FAX Date 10/28/19'

City/Zip Homestead 33032 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name JOE ALEJANDRO

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 12/11/1998

Reply Received L

Customer says the following:

Customer's long distance service was switched without her knowledge.

Customer's PIC is AmeriVision.

Please provide the PSC with a full report and a proof of authorization.

11/23/1998: Report received: GTELD attempted to contact Mr. Alejandro, and the representative spoke with his son who indicated that the family does not know anyone by the name of Eusebia Forseca and offered to leave a message to his father regarding GTELD's call. No GTELD charges were incurred, and therefore, no credits have been issued. Customer was contacted by the PSC on 12/11/98 and the customer received a copy of the LOA from the company and he stated that he did not authorize the company to provide him with service.

12/11/1998: A closure letter will be forward to the customer by mail.

This inquiry is closed.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 11/12/1998

Name KNIGHTON, ROBERT

Company GTE COMMUNICATIONS CORPORATION

Request No. 232990I Docket No. 990362-T
Exhibit CAB-1
Page 124 of 373

Address 9310 MARTINIQUE DRIVE

Attn. Bob Robinson232990I

By NJS Time 8:51 AM Date 10/28/1998

Consumer's Telephone # (305)-251-5206

To CO Time FAX Date 10/28/1998

City/Zip Miami 33189 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name ROBERT KNIGHTON

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 02/01/1999

Reply Received T

Customer says the following:

Customer's long distance service was switched without his knowledge.

Customer's PIC is AT&T.

Customer is disputing the amount of \$60.73.

Please provide the PSC with a full report and a proof of authorization.

11/120/98: Report Received: GTELD attempted to contact Mr. Knighton and spoke to Ms. Knighton who indicated that neither she or her husband knew Aristides Aredondo and they did not authorize the change in their long distance provider. A credit in the amount of \$60.11 was issued to the customer representing 100% reimbursement for the GTELD charges.

02/01/1999: A closure letter will be forward to the customer by mail.

This inquiry is closed.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 11/12/1998

Name NEMORE, DAVID

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Exhibit REP-1
Page 125 of 373

Request No. 233103I

Address 2750 GULF SHORE BLVD. N #301

Attn. Bob Robinson233103I

By NCS Time 3:35 PM Date 10/28/19

Consumer's
Telephone # (941)-262-8715

To CO Time FAX Date 10/28/19

City/zip Naples 34103 County COLL

Can Be
Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name DAVID NEMORE

Informal Conf. _____

Infraction LS-13C

Closed by MEP Date 12/09/1998

Reply Received T

Customer states that he was switched from AT&T to GTE without authorization or request. He has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

11/12/98 Company requesting an extension until 11/19/98.

11/19/98 Received report with explanation and LOA. It appears the customer of record did not fill out the LOA. A letter was sent to the customer.

12/09/98 Closed by letter.

IF THE CUSTOMER CALLS:

The company has offered to issue an adjustment to the account for the difference in rates between this company and that of your previous carrier. Please send copies of the bills from this company and a bill from the month prior when you were still a customer of record with your previous carrier. You may fax the documents toll-free at 1-800-511-0809 or send them US Mail to the PSC.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

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

NANCY CORTIJO-SIMMONDS

DUE: 11/12/1998

Name DRIVER, NEOL

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-TI
Request No. 233116I Exhibit CAB-1
Page 126 of 373

Address 1215 N.E. 133 ST.

Attn. Bob Robinson233116I

By VSM Time 4:42 PM Date 10/28/1998

Consumer's Telephone # (305)-893-9867

To CO Time FAX Date 10/28/1998

City/Zip North Miami 33161 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name NEOL DRIVER

Informal Conf. _____

Infraction LS-13B

Closed by VSM Date 11/19/1998

Reply Received L

The customer states that there was an unauthorized change in long distance phone carriers.

Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report.

Inquiry taken by V. McKay.
vmckay@psc.state.fl.us

11-19-1998 The customer states this is not his SSN. He also states that he did not authorize the change.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

VICTOR MCKAY

DUE: 11/12/1998

Name WALKER, PAUL

Company GTE COMMUNICATIONS CORPORATION

Request No. 233127I

Address 1481 NW 20 CT. APT. A

Attn. Bob Robinson233127I

By SRG Time 8:39 AM Date 10/29/19

Consumer's Telephone # (954)-525-9617

To SRG Time FAX Date 10/29/19

city/zip Fort Lauderdale 33311 County BRO

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name PAUL WALKER

Informal Conf. _____

Infraction LS-13C

Closed by SRG Date 11/23/1998

Reply Received T

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 11/13/1998

The customer says the following:

The customer's long distance service was switched without his knowledge.

The customer's PIC is AT&T.

Please provide proof of authorization, including an LOA/TAPE.

11/13/98 - Company has been granted an extension until 11/20/98.paj

11/20/98 Report received. The company will be issuing the customer a credit of \$34.31 for the charges incurred. The LOA was completed fraudulently because it did not contain the customer's valid signature. I will contact the customer and make sure that this matter is completely resolved.

11/30/98 Report received. This is the hard copy of the previously provided report by the company.

Name GROSSMAN, HERMAN

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-7
Request No. 233239I
Exhibit CAB-1
Page 128 of 373

Address 1104 BEN FRANKLIN DR.

Attn. Bob Robinson233239I

By SRG Time 4:22 PM Date 10/29/1998

APT. 319

Consumer's
Telephone # (941)-388-2265

To SRG Time FAX Date 10/29/1998

city/zip Sarasota 34236 County SAR

Can Be
Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name CATHERINE GROSSMAN

Informal Conf. _____

Infraction LS-13C

Closed by SRG Date 11/23/1998

Reply Received T

The customer says the following:

The customer's service was switched without their knowledge.

The customer's PIC is AT&T.

Please provide proof of authorization, including an LOA/TAPE.

11/13/98 - Company has been granted an extension until 11/20/98.paj

11/20/98 Report received. The LOA was fraudulently completed by another person, so the company will be issuing the customer a credit of \$12.73.

11/30/98 Report received. This is the hard copy of the previously provided report by the company. The customer was issued a credit of \$12.73. I contacted the customer to explain the outcome of this case.

01/28/99 Received call from customer, stating that she has not been returned to her original plan. I will be warm transferring customer to AT&T. Customer would like to thank Sam Gonzalez with his assistance on this case. NCortijo-Simmonds

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 11/13/1998

Name LUKER, JAMES

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Exhibit CAB-1
Page 129 of 373
Request No. 233258I

Address 5847 SANDY POINTE

Attn. Bob Robinson233258I

By CAB Time 7:43 AM Date 10/30/1998

Consumer's
Telephone # (941)-921-5253

To CO Time FAX Date 10/30/1998

Can Be
Reached (941)-921-5253

Type S Form MAIL

city/zip Sarasota 34233 County SAR

Note _____

Category _____

Account Number _____

Informal Conf. _____

Infraction LS-13B

Caller's Name JAMES LUKER

Closed by CAB Date 12/16/1998

Reply Received T

Please review the attached correspondence.

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

cbroome@psc.state.fl.us

850-410-6002

Current fax number 850-413-6362

11/16/98 Received an extension request from GTE.

11/24/98 Response received. It was reported that the company had an LOA signed by Taylor Greene. The company contacted the customer and was told that they did not know anyone named Taylor Greene. No charges were incurred therefore, no credits will be issued. cab

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

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

CAROL BROOME

DUE: 11/16/1998

Name LUKER, JAMES

Company GTE COMMUNICATIONS CORPORATION

Request No. 233258I

Docket No. 990362-T
Exhibit CAB-1
Page 130 of 373

PAGE: 2

12/07/98 Received additional information from the customer that I will forward to the company for review. cab

12/16/98 After careful review of all information, this case will be closed and a letter will be sent to the customer. cab

Name GUMPF, RACHAEL

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Exhibit REP-1
Page 131 of 373
Request No. 233293I

Address 1650 WINDY PINE

Attn. Bob Robinson233293I

By NJS Time 10:30 AM Date 10/30/19

Consumer's
Telephone # (941)-793-7920

To CO Time FAX Date 10/30/19

City/Zip Naples 34112 County COLL

Can Be
Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name JAMES GUMPF

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 02/01/1999

Reply Received T

Customer says the following:

Customer's long distance service was switched without her knowledge.

Customer's PIC is AT&T.

Please provide the PSC with a full report and a proof of authorization.

The customer was advised to contact the LEC and AT&T and re-establish the service with his long distance company of choice.

12/4/98: GTELD records indicate that on October 22,1998, GTELD sales agent generated a Long Distance Provider Change Form (LOA) with a signature of Miriam Gumpf, dated on October 8,1998. Rachael Gumpf is listed on the LOA as the "Name on the Phone Bill." No GTELD charges were incurred and, therefore, no credits were issued. If Mr. Gumpf incurs any switching fees, customer is encouraged to forward a copy of the statement showing the fees to GTELD for reimbursement.

02/01/99: A closure letter will be forward to the customer by mail.

This inquiry is closed

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 11/16/1998

Name PERRY, J. HENRY

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Exhibit CAB-1
Page 132 of 373

Request No. 233305I

Address 5030 14TH STREET WEST LOTJ 41

Attn. Bob Robinson233305I

By NJS Time 11:01 AM Date 10/30/19

Consumer's Telephone # (941)-753-9482

To CO Time FAX Date 10/30/19

City/Zip Bradenton 34207 County MAN

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name J. HENRY PERRY

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 02/01/1999

Reply Received L

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 11/16/1998

Customer says the following:

Customer's long distance service was switched without his knowledge.

Customer's PIC is UNIDIAL.

Please provide the PSC with a full report and a proof of authorization.

11/25/98: Report Received: Customer was contacted by the PSC on 02/01/99 and he stated he did not authorize the change on his long distance provider. A credit in the amount of \$4.26 was issued to the customer. A credit should appear within one to three billing cycles.

02/01/99: A closure letter will be forward to the customer by mail and a copy of the LOA for provided by GTELD.

This inquiry is closed.

03/18/99 Customer called and wanted to speak to Noelia. Please call him asap.

hb

telephone # 941 753 9482

Name LONGUERA, MANUEL

Company GTE COMMUNICATIONS CORPORATION

Request No. 233373I

Docket No. 99036:
Exhibit CAB-1
Page 133 of 373

Address 3439 FOX HUNT COURT

Attn. Bob Robinson233373I

By EAA Time 4:32 PM Date 10/30/19

Consumer's Telephone # (904)-756-8153

To CO Time FAX Date 10/30/19

City/zip Daytona Beach 32119 County VOL

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name MANUEL LONGUERA

Informal Conf. _____

Infraction LS-13B

Closed by EAA Date 12/24/1998

Reply Received L

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

ELSIE A. AKANBI

DUE: 11/27/1998

Customer states that he was switched from AT&T to GTE Long Distance without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Note Customer contact is Manuel Longuera

****NOTE**** Please submit your response to Ms. Elsie Akanbi, Division of Consumer Affairs. Telephone number 850-410-6008 and FAX telephone number 800-511-0809, or you may e-mail your response to eakanbi@psc.state.fl.us

12/7/98 COMPANY RESPONSE RECEIVED w/ LOA: Company states that no credits were issued because the customer did not incur any charges. Customer was advised, if he had any switching fees to forward a copy to GTE for reimbursement. eaa.

12/10/98 Copy of LOA was sent to customer for review. eaa.

12/23/98 Customer has reviewed the LOA and states that neither he nor his wife have ever seen this form. Customer says that the signature is also incorrect.

Name LONGUERA, MANUEL

Company GTE COMMUNICATIONS CORPORATION

Request No. 233373I

Docket No. 990362-T
Exhibit CAB-1.
Page 134 of 373

PAGE: 2

aaa.

12/24/98 Case closed by SLAM letter. NO CREDIT ISSUED.

Name DAVIS, BENITA

Company GTE COMMUNICATIONS CORPORATION

Request No. 233395I

Docket No. 990362
Exhibit CAB-1
Page 135 of 373

Address 885 NW 2ND STREET

Attn. Bob Robinson233395I

By NJS Time 8:16 AM Date 11/02/1998

Consumer's Telephone # (305)-242-9618

To CO Time FAX Date 11/02/1998

city/zip Homestead 33034 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name BENITA DAVIS

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 01/26/1999

Reply Received L

Customer says the following:

Customer's long distance service was switched without her knowledge.

Customer's PIC is AT&T.

Customer is disputing the amount of \$8.03.

Please provide the PSC with a full report and a proof of authorization.

11/12/98 Customer called for a status report. cab

11/30/99: Report Received: On 01/26/99 PSC contacted the customer at 4:53 p.m and the customer stated that her husband never signed the LOA form. A credit in the amount of \$8.03 was issued to the customer by mail.

Customer was satisfied.

01/26/99: This inquiry was closed by phone.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 11/17/1998

Name FAZIO, CHRIS

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Request No. 233426I Exhibit CAB-1
Page 136 of 373

Address 21 EAST 52ND PLACE

Attn. Bob Robinson233426I

By NJS Time 9:44 AM Date 11/02/1998

Consumer's
Telephone # (305)-821-5684

To CO Time FAX Date 11/02/1998

City/zip Hialeah 33013 County DADE

Can Be
Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name CHRIS FAZIO

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 02/01/1999

Reply Received T

Customer says the following:

Customer's local and long distance service was switched without his knowledge.

Customer's PIC is AT&T and LEC is BST.

Please provide the PSC with a full report and a proof of authorization.

12/01/98 Customer called to state that he does not go by the name on the response from the company. Customer wants a copy of the LOA to be sent to him. Customer states he was billed for switching fees over the amount he was told he would receive a credit for in the company response. cab

11/20/98: Report Received: GTELD records indicate that they began providing interLATA long distance service to the telephone number (305)821-5684 on October 24,1998, after GTELD agent generated a Long Distance Provider Change Form LOA, showing the signature of Christopher Fazio, dated October 3,1998. GTELD tried to contact Mr. Fazio but he was out of town. GTELD issued a credit in the amount of \$1.03, representing a 100% reimbursement for the GTELD charges. Mr. Fazio's number was added to GTELD do not solicit list.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 11/17/1998

Name FAZIO, CHRIS

Company GTE COMMUNICATIONS CORPORATION

Request No. 233426I

Docket No. 990362
Exhibit REP-1
Page 137 of 373

PAGE: 2

02/01/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

Name ZOCK, MOUHAMAD

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Exhibit CAB-1
Page 138 of 373
Request No. 233454I

Address 12125 NW 10TH AVE

Attn. Bob Robinson233454I

By HB Time 12:07 PM Date 11/02/1

Consumer's Telephone # (305)-685-6017

To CO Time FAX Date 11/02/1

City/Zip Miami 33168-6316 County DADE

Can Be Reached (305)-633-6043

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name SIVA ZOCK

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 11/23/1998

Reply Received T

Customer states that he was switched from AT&T to GTE without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

****NOTE**** Please submit your response to Ms. Heidy Boeshaghi, Division of Consumer Affairs. Telephone number 850-410-8009 and FAX telephone number 850-410-8010, or you may e-mail your response to hbooesha@psc.state.fl.us

11/19/98 On 11/17 company asked for an extension until 11/20. Extension granted. hb

11/23/98 Case closed by letter. Signature is not the customer's. No credit due to no charges incurred. hb

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

HEIDY BOOESHAGHI

DUE: 11/17/1998

Name JONES, HOWARD

Company GTE COMMUNICATIONS CORPORATION

Request No. 233565I

Address 850 MARLEY DRIVE

Attn. Bob Robinson233565I

By CAB Time 8:29 AM Date 11/03/98

Consumer's Telephone # (904)-304-2626

To CO Time FAX Date 11/03/98

City/zip PORT ORANGE 32124-7211 County VOL

Can Be Reached (904)-304-2626

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name HOWARD JONES

Informal Conf. _____

Infraction LS-13C

Closed by CAB Date 11/28/1998

Reply Received T

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

cbroome@psc.state.fl.us

850-410-6002

Current fax number 850-413-6362

11/18/98 Customer states that Mr. Campbell called from GTE stating that they had an LOA. Customer states that the LOA was forged and social security was wrong. Customer states that he refuses to pay any charges

11/18/98 Response received. It was reported that the company began interlata services on 10/29/98 by signed LOA. After receipt of this complaint, the company contacted the customer and left a message for him to return their calls. No GTELD charges were incurred therefore, no credits will be issued. GTELD is not aware of any switching fees however, if incurred, the customer is advised to

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 11/18/1998

PAGE: 2

send a copy of the billing to GTELD for credit. The sales agent that processed this transaction has been terminated from employment. cab

11/28/98 After careful review of the information provided, the case will be closed as a violation due the the information provided by the customer that the LOA was not accurate. cab

12/02/98 I returned a call to the customer and he requested that I send him a copy of the LOA which I will do this week. cab

Name NURHUSEN, DANIEL

Company GTE COMMUNICATIONS CORPORATION

Request No. 233582I

Docket No. 99036;
Exhibit CAB-1
Page 141 of 373

Address 1402 EAST LAS OLAS BLVD #103

Attn. Bob Robinson233582I

By NJS Time 9:38 AM Date 11/03/1998

Consumer's
Telephone # (954)-566-6098

To CO Time FAX Date 11/03/1998

city/zip Fort Lauderdale 33301 County BRO

Can Be
Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name DANIEL NURHUSEN

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 04/09/1999

Reply Received T

Customer says the following:

Customer's long distance service was switched without his knowledge.

Customer's PIC is AT&T.

Please provide the PSC with a full report and a proof of authorization.

11/18/98: Report Received: GTELD SALES AGENT GENERATED A LONG DISTANCE PROVIDER CHANGE FORM (LOA), SHOWING THE SIGNATURE OF DANIEL VEERHUSEN, DATED AUGUST 8, 1998, FOR THE TELEPHONE NUMBER (954)566-6098. ACCORDING TO THE CUSTOMER'S STATEMENT HE DID NOT AUTHORIZE THE SWITCH. NO GTELD CHARGES WERE INCURRED AND, THEREFORE, NO CREDITS WERE ISSUED.

04/9/99: AN AUTOMATIC CLOSURE LETTER WILL BE SENT TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 11/18/1998

Name GARCIA, EDWARD Company GTE COMMUNICATIONS CORPORATION
Address 370 HUNTER STREET Attn. Bob Robinson233614I
City/Zip West Palm Beach 33405 County PLB Consumer's Telephone # (561)-582-2038
Can Be Reached (561)-624-6910
Account Number _____ Note _____
Caller's Name EDWARD GARCIA Informal Conf. _____

Docket No. 990362
Exhibit CAB-1
Page 142 of 373
Request No. 233614I
By CAB Time 11:18 AM Date 11/03/1
To CO Time FAX Date 11/03/1
Type S Form Phone
Category _____
Infraction LS-13C
Closed by CAB Date 11/28/199
Reply Received T

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

cbroome@psc.state.fl.us

850-410-6002

Current fax number 850-413-6362

11/18/98 Response received. It was reported that the company began interlata service on 09/10/98 by signed LOA form. In response to the complaint the company contacted the customer Mr. Garcia, who confirmed that the signature nor social security number were correct. Customer was billed \$2.63 and GTE has issued that as full credit and a \$5.00 credit for switching fees.

11/28/98 After careful review of the information and specifically noting the information regarding the LOA, this case will be closed as a violation. cab

CONSUMER REQUEST

FLORIDA PUBLIC
SERVICE
COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 11/18/1998

Name PIEDRA, ALFONSO

Company GTE COMMUNICATIONS CORPORATION

Request No. 233634I

Address 11411 SW 42 TERRACE

Attn. Bob Robinson233634I

By KES Time 12:22 PM Date 11/03/19

Consumer's Telephone # (305)-223-3646

To CO Time FAX Date 11/04/19

City/zip Miami 33165 County DADE

Can Be Reached (305)-226-0139

Type S Form INTERNET

Account Number _____

Note _____

Category _____

Caller's Name JUAN PIEDRA

Informal Conf. _____

Infraction LS-13C

Closed by MEP Date 01/07/1999

Reply Received T

Customer states that his long distance service was changed without authorization. Please investigate, follow up with the customer and send a report which includes the amount of the credit issued and a copy of the verification tape or LOA.

11/19/98 Received report with explanation, LOA and \$14.24 credit. It appears the customer of record did not fill out the LOA. A letter was sent to the customer.

01/07/99 Closed by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 11/19/1998

Name LAMAR, DONALD

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Exhibit CAB-1
Page 144 of 373

Request No. 233721I

Address 120 CELESTIAL WAY

Attn. Bob Robinson233721I

By EAA Time 4:18 PM Date 11/03/19

#310

Consumer's Telephone # (561)-694-2518

To CO Time FAX Date 11/03/19

City/Zip North Palm Beach 33408 County PLB

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name DONALD LAMAR

Informal Conf. _____

Infraction LS-13B

Closed by EAA Date 12/29/1998

Reply Received T

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

ELSIE A. AKANBI

DUE: 11/18/1998

Customer states that he was switched from AT&T to GTE LD without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Note Customer contact is Donald Lamar

****NOTE**** Please submit your response to Ms. Elsie Akanbi, Division of Consumer Affairs. Telephone number 850-410-6006 and FAX telephone number 800-511-0809, or you may e-mail your response to eakanbi@psc.state.fl.us

11/18/98 @ 1:01 pm

COMPANY RESPONSE RECEIVED BELOW:

Per our conversation this morning, I am sending you this email as confirmation of our request and your approval. GTECC requested an extension on the due date for the following Commission referral:

PAGE: 2

Customer Name:	Request Number:	Due Date:
Mr. Donald Lamar	233721I	11/18/98*

*Requested Extension until 11/25/98

We will try to expedite the review, resolution, and response as quickly as possible. We hope to send the report to you, if possible, sooner than 11/25.

Thank you!

Susan Robinson

GTE Communications Corporation

Customer Relations

972/465-4524

toll free: 888/483-5227

11/24/98 COMPANY RESPONSE RECEIVED. GTELD states that interlata service began on Sept. 17, 1998. GTELD has contacted Mr. Lamar. Customer states that signature on the LOA is not his nor did he authorize the switch. Company has issued a credit for \$24.77. This credit represents 100% reimbursement of GTELD charges. Customer advised GTELD he was not billed switching fees. eaa.

11/30/98 LOA has been sent to customer for review. eaa.

12/29/1998 Customer reviewed the LOA. He stated that the information was incorrect. The customer would like for the analyst to contact him as soon as possible. TVG

12/29/98 I contacted the customer at 1:24 p.m.. The customer states that the signature, city and apartment number are not correct. I advised the customer

Name LAMAR, DONALD

Company GTE COMMUNICATIONS CORPORATION

Request No. 233721I

Docket No. 990362-
Exhibit CAB-1
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that the case will be closed as a slamming case. Customer seems satisfied. eaa.

12/29/98 Case closed by SLAM letter. CREDIT \$24.77

Name MR. CHARLES DETWILER

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-7
Request No. 233782I
Exhibit CAB-1
Page 147 of 373

Address 2101 NOTRE DAME

Attn. Bob Robinson233782I

By CAB Time 10:57 AM Date 11/04/199

city/zip Lake Worth 33460 County PLB

Consumer's Telephone # (561)-547-3460

To CO Time FAX Date 11/04/199

Account Number _____

Can Be Reached (561)-547-3460

Type S Form Phone

Caller's Name JULIO FLORES

Note _____

Category _____

Informal Conf. _____

Infraction LS-13C

Closed by CAB Date 11/28/1998

Reply Received T

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice AT&T. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.
cbroome@psc.state.fl.us
850-410-6002
Current fax number 850-413-6362

Dory of BellSouth was contacted and told that the customer would like to be serviced by AT&T.

11/12/98 - Company did not receive original complaint. Complaint has been refaxed and due date revised to December 4, 1998.paj

11/19/98 Response received. It was reported that the company began interlata service on 10/29/98 by signed LOA. In response to this inquiry the company contacted the customer and confirmed that they did not know Ms. Gutieres and

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 11/19/1998

Name MR. CHARLES DETWILER

Company GTE COMMUNICATIONS CORPORATION

Request No. 233782I

Docket No. 990362
Exhibit CAB-1
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they did not authorize a change in service. No GTELD charges were incurred so no credits will be issued. If the customer was billed for switching fees he was told to forward a copy of his statement showing the amount of the fee to GTELD for reimbursement. cab

11/28/98 After careful review of all information specifically confirmation that the customer does not know Ms. Gutierres who signed the LOA, this case will be closed as a slamming violation. cab

Name WEHKING, MICHAEL

Company GTE COMMUNICATIONS CORPORATION

Request No. 233800I

Docket No. 990362
Exhibit REP-1
Page 149 of 373

Address 14724 SW 108 TERRACE

Attn. Jane Lee233800I

By KES Time 11:48 AM Date 11/04/1999

Consumer's Telephone # (305)-387-3431

To CO Time FAX Date 11/05/1999

City/Zip Miami 33196 County DADE

Can Be Reached _____

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name MICHAEL WEHKING

Informal Conf. _____

Infraction LS-13A

Closed by HB Date 01/19/1999

Reply Received L

Customer states that his long distance service was changed without his authorization. Please investigate, follow up with the customer and send a report which includes the amount of all credits issued and a copy of the LOA or verification tape.

01/19/99 Case closed by letter. Person of record did not signed the LOA it was Teresa Richardson. Credit of \$70.67. hb

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 12/04/1998

Name KINKY, CIYNTHIA

Company GTE COMMUNICATIONS CORPORATION

Request No. 233848I

Address 1984 SE 16ST

Attn. Bob Robinson233848I

By HB Time 2:20 PM Date 11/04/1998

Consumer's Telephone # (954)-781-5760

To CO Time FAX Date 11/04/1998

City/Zip Pompano Beach 33062 County BRO

Can Be Reached (954)-946-5707

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name CIYNTHIA NKINKY

Informal Conf. _____

Infraction LS-13B

Closed by HB Date 01/13/1999

Reply Received T

Customer states that she was switched from Sprint to GTELD without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

****NOTE**** Please submit your response to Ms. Heidy Boeshaghi, Division of Consumer Affairs. Telephone number 850-410-8009 and FAX telephone number 850-410-8010, or you may e-mail your response to hbooesha@psc.state.fl.us

11/19/98 Extension granted until Dec 2nd. hb

12/01/98 Extension granted until 12/8/98. hb

12/08/98 Case closed by letter. A person name Jeanne Larose authorized the change. Customer of record does not know this person. Full credit of \$82.52. hb

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

HEIDY BOOESHAGHI

DUE: 11/19/1998

Name TEAGUE, JOHN

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
Exhibit CAB-1
Page 151 of 373

Request No. 233885I

Address 690 W 51ST PLACE

Attn. Jane Lee233885I

By NCS Time 3:35 PM Date 11/04/19

Consumer's Telephone # (305)-557-5219

To CO Time FAX Date 11/05/19

City/zip Hialeah 33012 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name JOHN TEAGUE

Informal Conf. _____

Infraction LS-13A

Closed by NCS Date 12/10/1998

Reply Received T

Customer states that he was switched from AT&T to GTE without authorization or request. He has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier. Customer states that he's been billed \$3.48 and would like the charges adjusted because the services were never requested.

11/20/98 Company requested extension until 12/04/98.

12/04/98 Received report stating that an adjustment of \$2.04 was issued.

12/27/98 Closed by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 12/04/1998

Name MARQUEZ, EDUARDO

Company GTE COMMUNICATIONS CORPORATION

Request No. 233919I

Docket No. 990362-T
Exhibit CAB-1
Page 152 of 373

Address 8101 N.W. 70TH AVENUE

Attn. Bob Robinson233919I

By CAB Time 5:36 PM Date 11/04/199

Consumer's Telephone # (954)-721-5023

To CO Time FAX Date 11/06/199

city/zip Fort Lauderdale 33321 County BRO

Can Be Reached (954)-721-5023

Type S Form INTERNET

Account Number _____

Note _____

Category _____

Caller's Name EDUARDO MARQUEZ

Informal Conf. _____

Infraction LS-13B

Closed by CAB Date 12/16/1998

Reply Received L

Please review the attached internet complaint form in which the customer states his service was changed without authorization.

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

cbroome@psc.state.fl.us

850-410-6002

Current fax number 850-413-6362

11/30/98 Response received. It was reported that GTE has an LOA for the customer with the signature of Eduardo Marquez. The company contacted the customer and were told the social security number was not valid.

12/16/98 After careful review of all the information provided the case will be closed by letter to the customer. cab

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 11/23/1998

Name BECKER, JOHN

Company GTE COMMUNICATIONS CORPORATION

Request No. 233922I Docket No. 990362
Exhibit CAB-1
Page 153 of 373

Address 9255 SONIA STREET

Attn. Bob Robinson233922I

By CAB Time 7:05 AM Date 11/05/19

Consumer's Telephone # (407)-282-1608

To CO Time FAX Date 11/06/19

City/zip Orlando 32825 County ORN

Can Be Reached (407)-282-1608

Type S Form INTERNET

Account Number _____

Note _____

Category _____

Caller's Name JOHN BECKER

Informal Conf. _____

Infraction LS-13B

Closed by CAB Date 12/16/1998

Reply Received T

Please respond to the attached internet complaint form.

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice AT&T. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.
cbroome@psc.state.fl.us
850-410-6002
Current fax number 850-413-6362

11/23/98 Response received. It was reported that Interlata long distance service began on 10/15/98 after an LOA was obtained. The signature was for Mr. John Becker. The company contacted Mr. Becker who stated the signature was not his and that he did not authorize the change. No charges were incurred therefore, no credits will be issued.

Since the company confirmed the LOA with the customer and included that

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 11/23/1998

Name BECKER, JOHN

Company GTE COMMUNICATIONS CORPORATION

Request No. 233922I

Docket No. 990362-T
Exhibit CAB-1
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information in this report I will close using this information. cab

12/16/98 Case to be closed by letter. cab

Name SOTO, MERCEDES

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
Request No. 233949I
Exhibit REP-1
Page 155 of 373

Address 4431 SW 1ST STREET

Attn. Bob Robinson233949I

By NJS Time 9:54 AM Date 11/05/1998

Consumer's Telephone # (305)-446-0649

To CO Time FAX Date 11/05/1998

City/Zip Miami 33134 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name MERCEDES SOTO

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 01/29/1999

Reply Received L

Customer says the following:

Customer's long distance service was switched without her knowledge.

Customer's PIC is AT&T.

Customer is disputing the amount of \$4.38.

Please provide the PSC with a full report and a proof of authorization.

12/04/98: Report Received: Company's records indicate that GTELD has never provided service to the telephone number listed above for local service. GTELD did receive a long distance provider change form (LOA). Ms. Soto indicated that she did not know Isotina Medina and did not authorize the change in her long distance service provider. No charges were incurred and no credits were issued.

01/29/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 11/20/1998

Name LEE, RANDALL

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-T
Exhibit CAB-1
Page 156 of 373

Request No. 234182I

Address 10280 SW 121 ST.

Attn. Bob Robinson234182I

By SRG Time 2:21 PM Date 11/06/1998

Consumer's Telephone # (305)-256-3969

To SRG Time FAX Date 11/06/1998

City/Zip Miami 33176 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name ARLAENE LEE

Informal Conf. _____

Infraction LS-13C

Closed by SRG Date 11/30/1998

Reply Received T

The customer says the following:

Their long distance service was switched without their knowledge.

The customer's PIC is AT&T.

Please provide proof of authorization, including an LOA/TAPE.

11/23/98 Report received. The company stated that it will be issuing the customer a credit of \$3.05, and the service was authorized by Randall Lee on 9/24/98. The customer had stated previously that the signature on the LOA was fraudulently completed. I will be sending the customer a letter concerning this matter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 11/23/1998

Name ODAM, JORGE

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Exhibit CAB-1
Request No. 234287I Page 157 of 373

Address 11812 SW 91ST TERRACE

Attn. Bob Robinson234287I

By NJS Time 9:47 AM Date 11/09/19

Consumer's Telephone # (305)-412-1164

To CO Time FAX Date 11/09/19

City/Zip Miami 33186 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name CRISTINA ODAM

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 04/08/1999

Reply Received T

Customer says the following:

Customer's long distance service was switched without his knowledge.

Customer's PIC is AT&T.

Please provide the PSC with a full report and a proof of authorization.

12/04/99: Report Received: According to the company's report customer was contacted by GTELD and the customer indicated neither she nor her husband, authorized the change in service providers. A credit in the amount of \$.37 was issued to the customer's account representing 100% reimbursement for the GTELD charges. This case will be closed as an infraction against the company for slamming.

04/08/99: An automatic closure letter will be sent to the customer by mail.

This inquiry is closed.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 11/24/1998

Name AREDI, ALEX Company GTE COMMUNICATIONS CORPORATION
Address 12822 S.W. 112TH PLACE Attn. Jane Lee234520I
Consumer's Telephone # (305)-251-3050
City/zip Miami 33176 County DADE Can Be Reached _____
Account Number _____ Note _____
Caller's Name EVA AREDI Informal Conf. _____

Request No. 234520I
By EAA Time 11:40 AM Date 11/10/1998
To CO Time FAX Date 11/10/1998
Type S Form Phone
Category _____
Infraction LS-13A
Closed by EAA Date 02/18/1999
Reply Received T

Customer states that she was switched from AT&T to GTE Long Distance without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Note Customer contact is Eva Aredi

****NOTE**** Please submit your response to Ms. Elsie Akanbi, Division of Consumer Affairs. Telephone number 850-410-8006 and FAX telephone number 800-511-0809, or you may e-mail your response to eakanbi@psc.state.fl.us

** FAX TO CO. ** THIS IS THIRD ATTEMPT TO FAX COMPLAINT. PLEASE CONFIRM RECEIPT VIA EMAIL TO ABOVE ADDRESS.

11/12/98 - Company did not receive original complaint. Complaint has been refaxed and due date revised to December 4, 1998.paj

12/04/98 COMPANY RESPONSE RECEIVED W/LOA: GTELD states that service began on August 12, 1998 and was terminated electronically on Sept 11, 1998. GTELD has

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

ELSIE A. AKANBI

DUE: 12/04/1998

Name AREDI, ALEX

Company GTE COMMUNICATIONS CORPORATION

Request No. 234520I

Docket No. 990362
Exhibit CAB-1
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PAGE: 2

issued a credit for \$130.26, the total charges incurred. eaa.

12/14/98 A copy of the LOA has been forwarded to customer to review. eaa

2/18/99 Case closed by SLAM FORM letter. CREDIT \$130.26. eaa.

Name GARCIA, JOSE

Company GTE COMMUNICATIONS CORPORATION

Request No. 234603I

Address 2707 LINKSIDE DR

Attn. Jane Lee234603I

By NCS Time 3:10 PM Date 11/10/199

Consumer's Telephone # (561)-790-1380

To CO Time FAX Date 11/10/199

City/Zip WEST PALM BEACH 33414 County PLB

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name DORA GARCIA

Informal Conf. _____

Infraction LS-13A

Closed by NCS Date 01/12/1999

Reply Received T

Inquiry taken by N.Cortijo-Simmonds

Customer states that she was switched from AT&T to GTE without authorization or request. She has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

11/12/98 - Company did not receive original complaint. Complaint has been refaxed and the due date revised to December 4, 1998.paj

12/07/98: The information on the LOA is not correct. The SS# and the signature is not Mr. or Mrs. Garcia's signature. NJS

12/09/98 Requesting an extension until 12/21/98.

12/28/98 Received a report stating that the LOA is forged and that a \$0.92 credit would be issued.

01/12/99 Will be closing by letter.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 12/21/1998

Name MACIAF, DAPHNEY

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Exhibit REP-1
Page 161 of 373
Request No. 234607I

Address 675NE 113TH ST

Attn. Jane Lee234607I

By NCS Time 3:14 PM Date 11/10/199

Consumer's Telephone # (305)-892-9937

To CO Time FAX Date 11/10/199

Can Be Reached _____

Type S Form Phone

city/zip North Miami 33161 County DADE

Note NCS

Category _____

Account Number _____

Informal Conf. _____

Infraction LS-13B

Caller's Name DAPHNEY MACIAF

Closed by NCS Date 01/14/1999

Reply Received L

Inquiry taken by N.Cortijo-Simmonds

Customer states that she was switched from AT&T to GTE without authorization or request. She has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

11/12/98 - Company did not receive original complaint. Complaint has been refaxed and due date revised to December 4, 1998.paj

12/09/98 Company requesting extension until 12/21/98. Granted.

12/21/98 Requesting due date extension until 12/23/98.

01/29/99 Received report stating that LOA was forged. No credit incurred, no credit issued. Closing case.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 12/23/1998

Name DAVIS, JOHN

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-T1
Exhibit CAB-1
Page 162 of 373
Request No. 234688I

Address 10945 SW 93 AVE.

Attn. Jane Lee234688I

By SRG Time 9:54 AM Date 11/12/1998

Consumer's Telephone # (305)-669-4400

To SRG Time FAX Date 11/12/1998

City/Zip Miami 33156 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name DIANE DAVIS

Informal Conf. _____

Infraction LS-13A

Closed by MEP Date 03/02/1999

Reply Received T

The customer says the following:

The customer's long distance was switched without their knowledge.

The customer's PIC is AT&T.

Please provide proof of authorization, including an LOA/TAPE.

12/21/98 The company called and requested an extension until 12/23/98.

12/28/98 Received report with explanation and LOA. It appears the customer of record did not fill out the LOA. A credit of \$10.06 was issued to the account on 12/28/99. This credit should have appeared on the account already. A letter was sent to the customer.

03/02/99 Closed by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 11/30/1998

Name SMITH, RICHARD W.

Company GTE COMMUNICATIONS CORPORATION

Request No. 234775I Docket No. 990362
Exhibit CAB-1
Page 163 of 373

Address 180 NE 12TH AVE #18-C

Attn. Jane Lee234775I

By NCS Time 2:48 PM Date 11/12/19

Consumer's Telephone # (954)-456-4241

To CO Time FAX Date 11/18/19

City/zip Hallandale 33009 County BRO

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name RICHARD W. SMITH

Informal Conf. _____

Infraction LS-13A

Closed by NCS Date 12/10/1998

Reply Received T

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 12/03/1998

Inquiry taken by N.Cortijo-Simmonds/he

Customer states that he was switched from AT&T to GTE without authorization or request. He has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

11/18/98 Several attempts to fax through computer were made, will fax manually. (11/12, 11/16)

12/03/98 Received a report stating that the LOA was forged and an adjustment of \$1.47 was made for charges incurred.

12/09/98 Received a call from customer stating that he did not sign any application.

12/10/98 Closed by letter

Name NESSELT, RICH

Company GTE COMMUNICATIONS CORPORATION

Request No. 235129I

Address 17824 SW 83 COURT

Attn. Jane Lee235129I

By KES Time 3:45 PM Date 11/16/1998

Consumer's Telephone # (305)-251-4966

To CO Time FAX Date 11/17/1998

City/zip Miami 33157 County DADE

Can Be Reached _____

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name RICH NESSELT

Informal Conf. _____

Infraction LS-13C

Closed by MEP Date 01/12/1999

Reply Received T

Customer states that his long distance service was changed without authorization. Please investigate, follow up with the customer and send a report which includes a copy of the verification tape and/or LOA and the amount of all credits issued.

12/02/98 Received report with explanation and \$89.03 credit. It appears the customer of record does not know the person who filled out and signed the LOA. A letter was sent to the customer.

01/12/99 Closed by letter.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 12/02/1998

Name GRAF, DAVID & LINDA

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-
Exhibit CAB-1
Page 165 of 373

Request No. 235430I

Address 11411-Y SOUTHWEST 109 ROAD

Attn. JANE LEE 235430I

By KES Time 11:43 AM Date 11/18/1998

Consumer's
Telephone # (305)-596-5450

To CO Time FAX Date 11/19/1998

Can Be
Reached _____

Type S Form MAIL

City/Zip Miami 33176 County DADE

Note _____

Category _____

Account Number _____

Informal Conf. _____

Infraction LS-13C

Caller's Name DAVID & LINDA GRAF

Closed by HB Date 01/19/1999

Reply Received T

Customer states that his long distance service has been changed without his authorization. Please investigate, follow up with the customer and send a report which includes a copy of the verification tape and/or LOA and the amount of all credits issued.

12/04/98 Received request for extension. Granted.

01/19/99 Case closed by letter. LOA signed by Betty Morris (no customer of record). Customer of record does not know anyone name Betty Morris. Credit of \$45.16. hb

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 12/11/1998

Name TWIGG, DAVID K.

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-TI
Request No. 235440I Exhibit CAB-1
Page 166 of 373

Address 8951 SW 60 TERRACE

Attn. JANE LEE 235440I

By KES Time 12:07 PM Date 11/18/1998

Consumer's Telephone # (305)-279-2590

To CO Time FAX Date 11/19/1998

City/Zip Miami 33173 County DADE

Can Be Reached _____

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name DAVID K. TWIGG

Informal Conf. _____

Infraction LS-13C

Closed by MEP Date 03/19/1999

Reply Received T

Customer states that his long distance service has been changed without his authorization. Please investigate, follow up with the customer and send a report which includes a copy of the verification tape and/or LOA and the amount of all credits issued.

12/15/99 Received report with explanation and LOA. Documentation provided to the Public Service Commission indicates a credit of \$2.36 was issued to the account on December 15, 1998. This credit should have appeared on the account already. A letter was sent to the customer.

12/18/99 Received correspondence from the customer. Customer reports the signature is not his wife's.

03/19/99 Closed by letter.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 12/04/1998

Name RYAN, ROBERT G.

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
Request No. 235692I Exhibit REP-1
Page 167 of 373

Address 2670 MERRIE OAKS ROAD

Attn. Jane Lee235692I

By KES Time 4:23 PM Date 11/19/19

Consumer's Telephone # _____

To CO Time FAX Date 11/20/19

City/Zip Winter Park 32792 County ORN

Can Be Reached _____

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name ROBERT G. RYAN

Informal Conf. _____

Infraction LS-13A

Closed by MEP Date 03/19/1999

Reply Received T

Customer states that his long distance service was changed without his authorization. Please investigate, follow up with the customer and send a report which includes a copy of the verification tape and/or LOA and the amount of all credits issued.

12/07/98 Received request for extension. Granted.

12/10/98 Received report with explanation and LOA. It appears the customer of record did not fill out the LOA. Documentation provided to the Public Service Commission indicates a credit of \$13.15 was issued to the account on December 10, 1998. This credit should have appeared on the account already. A letter was sent to the customer.

03/19/99 Closed by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 12/14/1998

Name RODRIGUEZ, ANGEL

Company GTE COMMUNICATIONS CORPORATION

Address 7397 WEST 30 CT

Attn. Jane Lee235695I

Consumer's Telephone # (305)-826-8183

City/Zip Hialeah 33018 County DADE

Can Be Reached _____

Account Number _____

Note _____

Caller's Name ELDA RODRIQUEZ

Informal Conf. _____

Request No. 235695I Docket No. 990362-T
Exhibit CAB-1
Page 168 of 373

By HB Time 4:26 PM Date 11/19/1999

To CO Time FAX Date 11/19/1999

Type S Form Phone

Category _____

Infraction LS-13C

Closed by HB Date 02/01/1999

Reply Received L

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

The disputed amount is \$45.90.

*****NOTE***** Please submit your response to Ms. Heidy Boeshaghi, Division of Consumer Affairs. Telephone number 850-410-8009 and FAX telephone number 850-410-8010, or you may e-mail your response to hbooesha@psc.state.fl.us

12-14-98 Company contacted PSC stating it did not receive a copy of this complaint. Case was refaxed on 12-15-98 with a due date of 12-31-98. rwm

02/01/99 Case closed by letter. Company contacted Ms. Rodriguez, who indicated that she did not authorized the change in her long distance. LOA was not signed by customer of record. Credit of \$50.61. hb

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

HEIDY BOESHAGHI

DUE: 01/11/1999

Name MICHAUD, JUSELLE

Company GTE COMMUNICATIONS CORPORATION

Request No. 235877I

Docket No. 990362-
Exhibit CAB-1
Page 169 of 373

Address GLANTZ & GLANTZ, P.A.

Attn. Jane Lee235877I

By KES Time 4:41 PM Date 11/20/199

7951 SW 6TH STREET, 100

Consumer's Telephone # _____

To CO Time FAX Date 11/23/199

city/zip Plantation 33324 County BRO

Can Be Reached (954)-423-0086

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name NANCY FRANCILLON

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 01/11/1999

Reply Received T

CUSTOMER IS REPRESENTED BY: MS. NANCY FRANCILLON Glantz & Glantz. Please address all correspondence sent to the customer to the law firm.

Customer states that she is being billed as a result of an unauthorized change in her long distance service. Please investigate, follow up with the customer, through Ms. Francillon, and send a report which includes the amount of the credit issued and a copy of the verification tape and/or LOA.

11/25/98 Received request for extension so that the company's legal staff can evaluate the response. Granted.

01/11/99 Case closed by letter. Forged signature. Credit of \$38.80. hb

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 12/20/1998

Name ABAD, RODOLFO

Company GTE COMMUNICATIONS CORPORATION

Request No. 236104I Docket No. 990362-T1
Exhibit CAB-1
Page 170 of 373

Address 9002 NW 113 ST.

Attn. Jane Lee236104I

By SRG Time 5:07 PM Date 11/23/1998

Consumer's Telephone # (305)-823-6715

To SRG Time FAX Date 11/24/1998

City/zip HIALEAH GARDENS 33018-4562 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name RODOLFO ABAD

Informal Conf. _____

Infraction LS-13C

Closed by SRG Date 01/12/1999

Reply Received L

The customer says the following:

The customer's long distance service was switched without his knowledge.

The customer's PIC is AT&T.

Please provide proof of authorization, including an LOA/TAPE.

12/10/98 I received a fax from the company stating that they have not received the original transmission. I am re-faxing the case with a due date of 12/28/98.

12/14/98 Company contacted PSC stating it had not received a copy of this case. Case refaxed on 12/15/98 with a due date of 12/31/98.rwm

1/8/99 Report received. The company stated that it will issue the customer a credit of \$5.30, for the charges incurred due to the switch in service. The signature on the LOA was not the customer's signature, so the LOA is not valid. I will contact the customer and make sure that this matter has been completely resolved.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 12/31/1998

Name BLANCHARD, RICHARD B.

Company GTE COMMUNICATIONS CORPORATION

Request No. 236245I

Address 6701 CYPRESS ROAD APT 107

Attn. Jane Lee236245I

By TVG Time 8:57 AM Date 11/25/199

Consumer's Telephone # (954)-581-5465

To CO Time FAX Date 11/25/199

Can Be Reached _____

Type S Form Phone

city/zip Plantation 33317-3015 county BRO

Note _____

Category _____

Account Number _____

Informal Conf. _____

Infraction LS-13A

Caller's Name RICHARD B. BLANCHARD

Closed by TVG Date 01/13/1999

Reply Received L

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior level analyst assigned to this case with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by T. Gordon.

12/12/1998 Faxed to company at 1:50 p.m. TVG

12/15/1998 Company contacted PSC stating it had not received a copy of this case. Case refaxed to Jane Lee at fax number 972-718-3908 on 12/15/98 with a due date of 12/31/98.

12/16/1998 Susan Robinson called and requested an extension until January 4, 1999. TVG

01/04/1999 Susan Robinson called at 2:20 p.m. and requested an extension until 01/05/99. The analyst gave her one extra day due to the fact that

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

TARRAH GORDON

DUE: 12/31/1998

Name BLANCHARD, RICHARD B.

Company GTE COMMUNICATIONS CORPORATION

Request No. 236245I

Docket No. 990362-TI
Exhibit CAB-1
Page 172 of 373

PAGE: 2

the office had been closed. TVG

01/6/1999 Received report. TVG

01/21/1999 Sent customer a copy of the LOA for verification.

Name TATARFKY, HERBERT

Company GTE COMMUNICATIONS CORPORATION

Request No. 236311I Docket No. 990362-TI
Exhibit REP-1
Page 173 of 373

Address 601 NW 78TH AVE

Attn. Jane Lee236311I

By HB Time 2:32 PM Date 11/25/1998

APT 105

Consumer's Telephone # (954)-978-2270

To CO Time FAX Date 11/25/1998

City/Zip Margate 33063 County BRO

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name HERBERT TATARFKY

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 01/13/1999

Reply Received T

Customer states that he was switched from AT&T to GTELD without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

****NOTE**** Please submit your response to Ms. Heidy Boeshaghi, Division of Consumer Affairs. Telephone number 850-410-8009 and FAX telephone number 850-410-8010, or you may e-mail your response to hbooesha@psc.state.fl.us

12/14/98 Company contacted the PSC stating it had not received a copy of the complaint. Case was refaxed on 12/15/98 to Jane Lee at fax #972-718-3908 with a due date of 12/31/98. rwm

01/13/99 Case closed by letter. Forged signature. No charges incurred therefore no credits. hb

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

HEIDY BOESHAGHI

DUE: 01/11/1999

Name AVILA, ROLANDO

Company GTE COMMUNICATIONS CORPORATION

Request No. 236414I Docket No. 990362-T
Exhibit CAB-1
Page 174 of 373

Address 3001 S.W. 122ND COURT

Attn. Jane Lee236414I

By EAA Time 12:19 PM Date 11/30/1999

Consumer's Telephone # (305)-227-2184

To CO Time FAX Date 11/30/1999

City/Zip Miami 33175 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name ROLANDO AVILA

Informal Conf. _____

Infraction LS-13B

Closed by EAA Date 02/18/1999

Reply Received T

Customer states that he was switched from AT&T to GTELD without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Note Customer contact is Rolando Avila

****NOTE**** Please submit your response to Ms. Elsie Akanbi, Division of Consumer Affairs. Telephone number 850-410-8006 and FAX telephone number 800-511-0809, or you may e-mail your response to eakanbi@psc.state.fl.us

12-21-98 Complaint refaxed to company with a due date of 1-13-99. Company contacted the PSC stating it did not receive a copy of the complaint. rwm

1/14/99 Ms. Robinson called requesting an extension until 1/22/99. Granted.
/Kate

1/22/99 COMPANY RESPONSE RECEIVED w/ LOA: GTELE began providing INTERlata service on August 21, 1998. The LOA reflects on a July 24, 1998 with the phone number 305-227-2184 and the signature of a Rolando Avila. The company has issue

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

ELSIE A. AKANBI

DUE: 01/22/1999

a full credit of \$5.77. GTELD has also removed the customers name from their database. Any additional charges of GTELD will be credited to the customer when the charges become available. eaa.

1/27/99 Copy of LOA was mailed to customer for review. eaa.

2/18/99 No response received from customer regarding the LOA. Case closed by SLAM letter. CREDIT \$5.77. eaa

Name QUINTIANA, JORGE

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-TI
Request No. 236467I Exhibit CAB-1
Page 176 of 373

Address 1810 JUEZ 56 ST 3126

Attn. Jane Lee236467I

By HB Time 2:23 PM Date 11/30/19

Consumer's Telephone # (305)-558-8226

To CO Time FAX Date 11/30/19

City/zip Hialeah 33012 County DADE

Can Be Reached (305)-820-8309

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name JORGE QUINTIANA

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 03/05/1999

Reply Received L

Customer states that he was switched from AT&T to GTELD without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

****NOTE**** Please submit your response to Ms. Heidy Boeshaghi, Division of Consumer Affairs. Telephone number 850-410-8009 and FAX telephone number 850-410-8010, or you may e-mail your response to hbooesha@psc.state.fl.us

12/14/98 - The company did not receive this inquiry.

12/15/98 - Refaxed to the company and due date modified.

01/25/99 Report received. Company unable to reach customer. Credit of \$93.132 (100% reimbursed).

01/26/99 Sent signature verification letter. hb

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

HEIDY BOESHAGHI

DUE: 01/11/1999

Name QUINTIANA, JORGE

Company GTE COMMUNICATIONS CORPORATION

Request No. 236467I

Docket No. 990362-T
Exhibit CAB-1
Page 177 of 373

PAGE: 2

03/05/99 Case closed by letter. Customer called and stated that signature is not his. Credit of \$92.13. hb

Name BACCHUS, RABIAH

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-T
Request No. 236624I
Exhibit CAB-1
Page 178 of 373

Address 1985 S. OCEAN DR.

Attn. Jane Lee236624I

By SRG Time 3:36 PM Date 12/01/1998

Consumer's Telephone # (954)-458-9794

To SRG Time FAX Date 12/01/1998

City/zip Hallandale 33009 County BRO

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name RABIAH BACCHUS

Informal Conf. _____

Infraction LS-13C

Closed by SRG Date 01/12/1999

Reply Received T

The customer says the following:

His long distance service was switched without his knowledge.

The customer's PIC is AT&T.

Please provide proof of authorization, including an LOA/TAPE.

2/14/98 Company contacted the PSC stating it had not received a copy of the complaint. Case was refaxed on 12/15/98 to Jane Lee at fax #972-718-3908 with a due date of 12/31/98. rwm

1/8/99 Report received. The company will be issuing the customer a credit of \$305.50, for the charges incurred due to the switch in services. The customer informed the company that the signature on the LOA was not his signature nor did he authorize any change to his service. I will contact the customer and make sure that he is satisfied with this resolution.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 01/11/1999

Name USHER, PAUL

Company GTE COMMUNICATIONS CORPORATION

Request No. 236672I

Docket No. 990362-T

Exhibit REP-1

Page 179 of 373

Address 6000 NW 40 STREET

Attn. Jane Lee236672I

By KES Time 4:37 PM Date 12/01/1998

Consumer's Telephone # (305)-871-4577

To CO Time FAX Date 12/02/1998

City/zip Miami 33166-7015 County DADE

Can Be Reached _____

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name PAUL USHER

Informal Conf. _____

Infraction LS-13A

Closed by MEP Date 01/20/1999

Reply Received T

Customer states that his long distance service was changed despite his having told the telemarketer that he did not want GTE's service. He is requesting a full refund of all charges. please investigate, follow up with the customer and send a report which includes a copy of the LOA and/or verification tape as well as the amount of any credits issued.

12/17/98 Received request for extension. Granted.
12/29/98 Report received without first page. Please refax.
01/11/99 Received rebuttal to company's closeout report. Customer did not sign the LOA. He was in VA at a funeral on the day it was signed.

12/22/98 Received report with explanation and LOA. It appears the customer of record did not fill out the LOA. A letter was sent to the customer and a credit of \$0.66 was issued to the account on 12/22/98.

01/20/99 Closed by letter.

01/15/99 Received supplemental report. It appears the GTE Communications Corporation employee was terminated. The telephone number was removed from the telemarketing database. A letter was sent to the customer.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

KATE SMITH

DUE: 12/22/1998

Name CHAVARREA, CLARA

Company GTE COMMUNICATIONS CORPORATION

Request No. 236680I Docket No. 990362-TI
Exhibit CAB-1
Page 180 of 373

Address 966 BIARRETZ DR #3

Attn. Jane Lee236680I

By NCS Time 4:45 PM Date 12/01/1998

Consumer's Telephone # (305)-864-7429

To CO Time FAX Date 12/01/1998

City/zip Miami Beach 33141 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name CLARA CHAVARREA

Informal Conf. _____

Infraction LS-13C

Closed by NCS Date 01/27/1999

Reply Received T

Inquiry taken by N.Cortijo-Simmonds

Customer states that she was switched from AT&T to GTE without authorization or request. She has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

12/04/98 Faxed manually to company.

12/28/98 Received report stating that a \$43.97 adjustment had been issued to customer's account. GTE is unable to investigate the matter further. Closing case.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 12/18/1998

Name RODRIGUEZ, JOSEFINA

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-TI
Exhibit CAB-1
Page 181 of 373
Request No. 236691I

Address 11273 SW 88ST

Attn. Jane Lee236691I

By NCS Time 5:50 PM Date 12/01/1998

City/zip Miami 33176-1145 County DADE

Consumer's Telephone # (305)-598-5774

To CO Time FAX Date 12/03/1998

Account Number _____

Can Be Reached _____

Type S Form Phone

Caller's Name MARTHA ARRUE

Note NCS

Category _____

Informal Conf. _____

Infraction LS-13A

Closed by NCS Date 01/12/1999

Reply Received T

Inquiry taken by N.Cortijo-Simmonds

Customer states that she was switched from no PICC to GTE without authorization or request. She has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's carrier.

12/04/98 Faxed customer correspondence to company.

12/28/98 Received a report stating that the LOA was forged and a \$2.63 credit would be issued.

01/12/99 Closing by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 12/18/1998

Name ZERIVITZ, ELLIOTT

Company GTE COMMUNICATIONS CORPORATION

Docket No. 9903
Exhibit CAB-1
Page 182 of 373

Address 12000 NORTH BAYSHORE DRIVE

Attn. Jane Lee236921I

Request No. 236921I
By CAB Time 11:57 AM Date 12/03/1

Consumer's Telephone # (305)-893-6305

To CO Time FAX Date 12/03/1

city/zip North Miami 33181 County DADE

Can Be Reached (305)-893-6305

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name ELLIOTT ZERIVITZ

Informal Conf. _____

Infraction LS-13B

Closed by CAB Date 01/10/199

Reply Received T

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice US TEL. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.
cbroome@psc.state.fl.us
850-410-6002
Current fax number 850-413-6362

12/18/98 Response received. It was reported that the company had an LOA signed my Marcia Zerevic. The company contacted the customer and issued a full credit for \$10.63 cab

01/11/99 Case to be closed by letter. cab

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 12/18/1998

Name WILSON, ANDRIA
Address 615 SOUTH STATE ROAD
City/zip North Lauderdale 33068 County BRO
Account Number _____
Caller's Name ANDRIA WILSON

Company GTE COMMUNICATIONS CORPORATION
Attn. Jane Lee236941I
Consumer's Telephone # (954)-968-6797
Can Be Reached _____
Note _____
Informal Conf. _____

Docket No. 99036;
Exhibit CAB-1
Page 183 of 373
Request No. 236941I
By NJS Time 1:20 PM Date 12/03/1998
To CO Time FAX Date 12/03/1998
Type S Form Phone
Category _____
Infraction LS-13A
Closed by NJS Date 01/08/1999
Reply Received T

Customer says the following:

Customer's long distance service was switched without her knowledge.

Customer's PIC is AOL.

Customer is disputing the total of charges.

Please provide the PSC with a full report and a proof of authorization.

12/28/99: REPORT RECEIVED: GTELD representative contacted Ms. Wilson, who indicated that she did not know anyone by the name of Wilbert, who was listed on the LOA as the "name of someone else in the household". Customer did not authorize the change in her long distance service provider. A credit in the amount of \$4.38 was issued to the customer, representing 100% reimbursement for the GTELD charges.

1/8/99: A closure letter will be forwarded to the customer by mail.

This inquiry is closed.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 12/18/1998

Name THOMAS, MARGARET

Company GTE COMMUNICATIONS CORPORATION

Request No. 237306I Docket No. 990362-
Exhibit CAB-1
Page 184 of 373

Address 203 STNE BRIDGE DRIVE

Attn. JANE LEE237306I

By NJS Time 9:09 AM Date 12/08/19

Consumer's
Telephone # (407)-869-5568

To CO Time FAX Date 12/08/19

City/zip Tangerine 32777 County ORN

Can Be
Reached (407)-774-7921

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name MARGARET THOMAS

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 02/01/1999

Reply Received L

Customer says the following:

Customer has been billed improperly for a phone service that does not belong to her. Customer contacted the company several times to resolve this issue. The company has her name on somebody else phone number. The customer is requesting this matter to be resolve immediately. She also received a letter from a collection agency about this matter.

Please provide the PSC with a full report and a solution to this matter.

12/14/98 Company contacted the PSC stating it had not received a copy of the complaint. Case was refaxed on 12/15/98 to Jane Lee at fax #972-718-3908 with a due date of 12/31/98. rwm

01/25/99: Report Received: GTELD sales agent generated a Long Distance Provider Change form (LOA). The LOA shows a signature of Margaret Thomas, dated 08/17/98. On 11/6/98 account was canceled. A credit in the amount of \$42.50 was issued to the customer representing 100% reimburstment of the GTELD charges. A credit should appear within one to three billing cycles.

02/01/99: A closure letter will be forward to the customer by mail.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 01/11/1999

Name THOMAS, MARGARET

Company GTE COMMUNICATIONS CORPORATION

Request No. 2373061

Docket No. 99036
Exhibit REP-1
Page 185 of 373

PAGE: 2

This inquiry is closed.

Name ABRAMOVICI, LIDYA

Company GTE COMMUNICATIONS CORPORATION

Request No. 237419I

Doc# 110. 8903
Exhibit CAB-1
Page 186 of 373

Address 19355 N.E. 36 COURT #6J

Attn. Jane Lee237419I

By JRD Time 3:44 PM Date 12/08/

Consumer's Telephone # (305)-682-1555

To CO Time FAX Date 12/09/

City/Zip Miami 33180 County DADE

Can Be Reached _____

Type S Form FAX

Account Number _____

Note _____

Category _____

Caller's Name LIDYA ABRAMOVICI

Informal Conf. _____

Infraction LS-13A

Closed by JRD Date 02/01/19

Reply Received T

See attached correspondence concerning unauthorized PIC change. Please provide proof of authorization.

12/11/98 Received e-mail from GTE Comm:

GTECC is sending this notification to you as confirmation of our receipt of the fax referral for the above request. Our office received the complaint on December 9. It was referred to me this morning. We will try to provide a response to you by the due date of December 24, 1998, or sooner if possible. While the request is being reviewed, please feel free to call me or send me an email if I can be of assistance.

12/27/98 Received request for extension until Jan 11.

1/22/99 Report received.

1/25/99 Sent letter to customer verifying signature.

1/31/99 Received the following e-mail from customer:

In response to your letter regarding my falsified signature, I would like a follow up to this problem.

My signature has been forged and my social security number is incorrect.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DICK DURBIN

DUE: 01/11/1999

Name ABRAMOVICI, LIDYA

Company GTE COMMUNICATIONS CORPORATION

Request No. 237419I

Docket No. 990362-
Exhibit CAB-1
Page 187 of 373

PAGE: 2

Thank-you for your time on this matter.

Lidya Abramovici

Cellular #- (305) 495-8410

2/1/99 Closed with letter. Company issued credit for \$588.16.

Name MONTOYA, JUAN Company GTE COMMUNICATIONS CORPORATION
Address 1221 NORTH D STREET Attn. Jane Lee238522I
City/zip Lake Worth 33460 County PLB Consumer's Telephone # (561)-588-2920
Can Be Reached (561)-588-2920
Account Number _____ Note _____
Caller's Name JUAN MONTOYA Informal Conf. _____

Docket No. 99031
Exhibit CAB-1
Page 188 of 373
Request No. 238522I
By CAB Time 11:54 AM Date 12/21/
To CO Time FAX Date 12/22/
Type S Form FAX
Category _____
Infraction LS-13B
Closed by CAB Date 02/26/19
Reply Received T

Please review the attached correspondence in which the customer states his services were changed.

Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.
cbroome@psc.state.fl.us
850-410-6002
Current fax number 850-413-6362

01/06/99 Response received. It was reported that the company had an LOA signed by Lesly Rivera. The company attempted to contact Mr.Montoya to discuss. The company has issued a credit of \$22.09 representing 100% reimbursement.

01/27/99 Will draft LOA letter and prepare to send copy of LOA to customer to review. cab

01/25/99 A supplemental report was received from the company stating that they

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARI
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 01/06/1999

PAGE: 2

had finally reached the customer and he disputed the LOA.

02/26/99 Case to be closed by slamming letter. cab

04/08/99 Customer called and confirmed that he did not know the person listed on the LOA form. cab I contacted the customer at 1:15 to confirm the closure of this case. Customer informed me that he was again billed this month. Please confirm that all applicable credits will be issued to this customer by sending a supplemental report to me and carbon the customer on the letter. Please send this information to me by 04/12/99. cab

04/12/99 IT APPEARS THE CUSTOMER DID RECEIVED AN ADDITIONAL BILL AND A FULL CREDIT OF \$15.67 HAS BEEN ISSUED. C. BROOME

Name SARMIENTO, DALIA

Company GTE COMMUNICATIONS CORPORATION

Request No. 237607I

Docket No. 9903
Exhibit CAB-1
Page 190 of 37

Address 9255 S.W. 148 STREET

Attn. Jane Lee237607I

By JRD Time 10:24 AM Date 12/10

Consumer's Telephone # (305)-259-7913

To CO Time FAX Date 12/11

City/zip Miami 33176 County DADE

Can Be Reached _____

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name DALIA SARMIENTO

Informal Conf. _____

Infraction LS-13C

Closed by JRD Date 01/25/19

Reply Received T

See attached correspondence concerning unauthorized PIC change. Please provide proof of authorization.

12/14/98 Received e-mail from GTECC:

GTECC is sending this notification to you as confirmation of our receipt of the fax referral for the above request. Our office received the request on December 11. We will try to provide a response to you by the due date of December 29, 1998, or sooner if possible. While the request is being reviewed, please feel free to call me or send me an email if I can be of assistance.

12/27/98 Received request for extension until Jan 11.

1/8/99 Report received.

1/25/99 Closed with letter. Company processed an LOA with someone else's signature on it. Company issued credit of \$38.56.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVAR
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DICK DURBIN

DUE: 01/11/1999

Name LAM, SHUIWAH

Company GTE COMMUNICATIONS CORPORATION

Docket No. 9903
Exhibit REP-1
Page 191 of 373
Request No. 237628I

Address 1871 172 ST

Attn. Jane Lee237628I

By VSM Time 12:02 PM Date 12/10/

Consumer's Telephone # (305)-947-5529

To CO Time FAX Date 12/15/

city/zip Miami 33162 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name SHUIWAH LAM

Informal Conf. _____

Infraction LS-13A

Closed by VSM Date 01/16/19

Reply Received T

The customer states that there has been an unauthorized change in long distance phone carriers.

Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report.

Inquiry taken by V. McKay.
vmckay@psc.state.fl.us

12/14/98 Company contacted the PSC stating it had not received a copy of the complaint. Case was refaxed on 12/15/98 to Jane Lee at fax #972-718-3908 with a due date of 12/31/98. rwm

12-29-1998 Extension given until 01-11-1998.

01-16-1999 The customer states that she does not know Ms. Ladina Sanchez and she does not have authorization to change IXC carriers. Case closed by phone. VSM

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARI
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

VICTOR MCKAY

DUE: 01/11/1999

Name ALGOR, NELSON

Company GTE COMMUNICATIONS CORPORATION

Request No. 237893I

Address 8120 SW 5 COURT

Attn. Jane Lee237893I

By CRP Time 6:39 PM Date 12/11/1998

Consumer's Telephone # (954)-726-5424

To N/A Time BLANK Date 12/11/1998

city/zip North Lauderdale 33068 County BRO

Can Be Reached _____

Type S Form Phone

Account Number _____

Note cross reference

Category _____

Caller's Name MAUREEN ALGOR

Informal Conf. _____

Infraction LS-13C

Closed by CRP Date 12/11/1998

Reply Received L

Note This inquiry is to be cross referenced with inquiry number 225026R, dated August 26, 1998, filed to GTE Long Distance by caller John Plescow and the analyst of record is C. Pena.

This inquiry has been filed to record the infraction done by the company.

A forged LOA was provided as proof of the switch and authorization.

The LOA was not signed by the customer and the name signed was inverted by whomever signed it.

*This inquiry is closed. C. Pena.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

CARMEN PENA

DUE: 12/11/1998

Name HERNANDEZ, CAROLE

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
Exhibit CAB-1
Page 193 of 373

Request No. 237950I

Address 9820 CITADEL LANE UNIT 103 WEST

Attn. Jane Lee237950I

By NJS Time 11:48 AM Date 12/14/1

Consumer's Telephone # (941)-498-0061

To CO Time FAX Date 12/14/1

city/zip Bonita Springs 34135 county LEE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name CAROLE HERNANDEZ

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 02/02/199

Reply Received T

Customer says the following:

Customer's long distance service was switched without her knowledge.

Customer's PIC is AT&T.

Please provide the PSC with a full report and a proof of authorization.

GTECC is sending this notification to you as confirmation of our receipt of the fax referral for the above request. Our office received the request on December 14. We will try to provide a response to you by the due date of December 29, 1998, or sooner if possible. While the request is being reviewed, please feel free to call me or send me an email if I can be of assistance.

Thank you.

Susan Robinson-Staff Administrator
GTECC Executive Customer Relations
Telephone: 972/465-4524

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

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

NOELIA SANTIAGO

DUE: 01/11/1999

Name HERNANDEZ, CAROLE

Company GTE COMMUNICATIONS CORPORATION

Request No. 237950I

Docket No. 990362
Exhibit CAB-1
Page 194 of 373

PAGE: 2

Toll Free: 888/483-5227

Internet Email address: robinson.susan@telops.gte.com

Mailcode: HQK03D66

01/25/99: Report Received: On December 15,1998, GTELD received an electronic deactivation request from Ms. Hernandez's Local Exchange Carrier and canceled the account.GTELD was not able to reach the customer. A credit in the amount of \$121.41 was issued to the customer representing 100% reimbursement for the GTELD charges. Originally the customer stated that that she did not authorize the service.

02/02/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

Name MONDI, FRANK

Company GTE COMMUNICATIONS CORPORATION

Request No. 238085I Docket No. 9903
Exhibit CAB-1
Page 195 of 373

Address 1410 WEST RIVER DRIVE

Attn. Jane Lee238085I

By EAA Time 8:45 AM Date 12/15/98

Consumer's Telephone # (954)-968-3262

To CO Time FAX Date 12/15/98

city/zip Margate 33063 County BRO

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name NEALIE MONDI

Informal Conf. _____

Infraction LS-13B

Closed by EAA Date 01/25/1999

Reply Received T

Customer states that she was switched from America One Comm., Inc. to GTELD without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below. Customer was receiving a rate of 8 cents/minute from America One.

Note Customer contact is Nealie Mondie

****NOTE**** Please submit your response to Ms. Elsie Akanbi, Division of Consumer Affairs. Telephone number 850-410-8006 and FAX telephone number 800-511-0809, or you may e-mail your response to eakanbi@psc.state.fl.us

12/28/98 Company has requested an additional extension until Jan. 11, 1999.
eaa.

1/22/99 COMPANY RESPONSE RECEIVED: GTELD began providing INTERlata service to 954-968-3262 on October 22, 1998. The LOA on file had the signature of a Maria Acosta dated Sept. 27, 1998. GTELD has issued a credit of \$61.18, representing a full reimbursement of any charges incurred. eaa.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

ELSIE A. AKANBI

DUE: 01/11/1999

Name MONDI, FRANK

Company GTE COMMUNICATIONS CORPORATION

Request No. 238085I

Docket No. 99036
Exhibit CAB-1
Page 196 of 373

PAGE: 2

1/25/99 Case closed by SLAM letter. CREDIT \$61.18. eaa.

Name DEXTER, ELIZABETH A.

Company GTE COMMUNICATIONS CORPORATION

Request No. 238256I

Docket No. 99036
Exhibit REP-1
Page 197 of 373

Address 4533DEER RIDGE PLACE

Attn. Jane Lee238256I

By CRP Time 9:48 AM Date 12/17/1999

Consumer's Telephone # (941)-922-9187

To CO Time FAX Date 12/17/1999

city/zip Sarasota 34233 county SAR

Can Be Reached _____

Type S Form MAIL

Account Number _____

Note jfp

Category _____

Caller's Name ELIZABETH A. DEXTER

Informal Conf. _____

Infraction LS-13B

Closed by CRP Date 01/12/1999

Reply Received T

See attached correspondence about being switched to GTE long Distance from AT&T without authorization. Please, provide proof of authorization LOA/TAPE, follow up with the customer, provide appropriate credit, send the PSC a detailed written report, and respond by the date below.

Inquiry taken by JOHN PLESCOW.

The customer has switched back to AT&T.

Note Due to a computer glitch..... when this complaint was originally entered, the inquiry could not be picked up by CATS, although a number was assigned to same. This inquiry has been re-entered upon receipt of the customer's correspondence.JFP

This inquiry is being hand faxed today. An updated copy has been forwarded to the customer by mail. C. Pena.

1/4/99 Ms. Robinson called for an extension as she had just received the file. I granted it and changed the due date. /Kate

January 11, 1999: Report received along with a copy of the LOA. The customer was granted a credit in the amount of \$28.28. The information on the LOA is not correct. The customer's name is the same, but the address is incorrect. In

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CARMEN PENA

DUE: 01/11/1999

PAGE: 2

addition to the aforementioned, this analyst has a copy of the customer's signature, and the one appearing on the LOA does not belong to Ms. Dexter. A closure letter will be forwarded to the customer. C. Pena.

January 12, 1999: *This inquiry is closed. C. Pena.

January 22, 1999: The hard copy of the faxed report has been received at the PSC. C. Pena.

Name JACKSON, JOHNNY

Company GTE COMMUNICATIONS CORPORATION

Docket No. 99036
Exhibit CAB-1
Page 199 of 373
Request No. 238490I

Address P.O. BOX 555855

Attn. Jane Lee238490I

By NJS Time 9:36 AM Date 12/21/1

Consumer's Telephone # (407)-299-1180

To CO Time FAX Date 12/21/1

city/zip Orlando 32805 County ORN

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name JOHNNY JACKSON

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 02/12/199

Reply Received T

Customer says the following:

Customer's long distance service was switched without his knowledge.

Customer's PIC is AT&T.

Please provide the PSC with a full report and a proof of authorization.

1-14-99 Received e-mail from company stating it did not receive this complaint. Case sent to company with a due date of 2-1-99. rwm

Instructions for subscribing, unsubscribing, and finding out who is on this list are available at <http://weblist.tel.gte.com/frontend/mliftii.html> or by sending an e-mail to list-manager@list.tel.gte.com.

02/9/1999: REPORT RECEIVED: GTELD contacted the customer who indicated he did not authorize the change in his long distance service provider. GTELD issued a credit in the amount of \$211.51, representing 100% reimbursement of the charges.

02/12/99: A closure letter will be forward to the customer by mail.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 02/01/1999

Name JACKSON, JOHNNY

Company GTE COMMUNICATIONS CORPORATION

Request No. 238490I

Docket No. 99036
Exhibit CAB-1
Page 200 of 373

PAGE: 2

This inquiry is closed.

Name MIRON, ELIA

Company GTE COMMUNICATIONS CORPORATION

Docket No. 99036
Request No. 238796I Exhibit CAB-1
Page 201 of 373

Address 2721 N.W. 29TH STREET

Attn. Jane Lee238796I

By CAB Time 8:00 AM Date 12/23/1999

Consumer's Telephone # (305)-638-4292

To CO Time FAX Date 12/28/1999

City/Zip Miami 33142 County DADE

Can Be Reached (305)-638-4292

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name ELIA MIRON

Informal Conf. _____

Infraction LS-13B

Closed by CAB Date 02/16/1999

Reply Received T

Please review the attached correspondence.

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

cbroome@psc.state.fl.us

850-410-6002

Current fax number 850-413-6362

1/5/99 Received request to refax coversheet. done/Kate

Carol,

I left a voicemail for you this morning regarding the above request. Your refax of the cover sheet and the complaint shows a due date of January 26.

Our sales department is still investigating the complaint and wanted me

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 01/26/1999

PAGE: 2

to check with you to ensure that GTECC will be able to respond to your office by 1/26. January 26 is an extension from the original due date extension request below. If there is any problem with our understanding of your expectation, please let me know. Otherwise, GTECC will try to provide the report to you by 1/26 or sooner.

Have a nice day off!

Susan Robinson-Staff Administrator
GTECC Executive Customer Relations
Telephone: 972/465-4524
Toll Free: 1/888-483-5227
Fax: 972/465-4823
Internet Email Address: robinson.susan@telops.gte.com
Mailcode: HQK03D66

Original Text

From: "Carol Broome" <cbroome@mail.psc.state.fl.us>, on 1/9/99 7:54 PM:

===== Original Message =====

Return-Path: <robinson.susan@cc.gte.com>

Received: from gtedsftw.bdi.gte.com (192.76.86.65)

by mail.psc.state.fl.us (Connect2-SMTP 4.30A.1000128)

for <cbroome@psc.state.fl.us>; Fri, 8 Jan 1999 23:37:19 -0500

Received: by gtedsftw.bdi.gte.com id XAA17871

(InterLock SMTP Gateway 3.0 for cbroome@psc.state.fl.us);

Fri, 8 Jan 1999 23:37:32 -0500

Received: by gtedsftw.bdi.gte.com (Internal Mail Agent-3);

Fri, 8 Jan 1999 23:37:32 -0500

PAGE: 3

Received: by gtedsftw.bdi.gte.com (Internal Mail Agent-2);

Fri, 8 Jan 1999 23:37:32 -0500

Received: by gtedsftw.bdi.gte.com (Internal Mail Agent-1);

Fri, 8 Jan 1999 23:37:32 -0500

Date: Fri, 8 Jan 99 18:21:28 CST

Message-Id: <vines.07d7+52eZqA@txirvhqw006.irngtx.tel.gte.com>

X-Priority: 3 (Normal)

To: <cbroome@psc.state.fl.us>

From: "Susan Robinson" <robinson.susan@cc.gte.com>

Reply-To: <robinson.susan@cc.gte.com>

Errors-To: <robinson.susan@cc.gte.com>

Subject: DUE DATE EXTENSION REQUEST - ELIA MIRON / 238796I ???

X-Incognito-Sn: 559

X-Incognito-Version: 4.11.23

Mime-Version: 1.0

Content-Type: text/plain; charset=us-ascii

Carol,

I left a voicemail for you this afternoon to request a due date extension on the above request. I am sorry I was not able to speak with you directly. I am sending you this email as confirmation of our request. GTECC is requesting an extension on the due date for the following Commission referral:

Customer Name:	Request Number:	Due Date:
Ms. Elia Miron	238796I?? (Illegible)	1/11/99*

PAGE: 4

*Requested Extension until 1/18/99

Please advise if there is a problem with our request or with the granting of approval for the extension. We will expedite the review, resolution, and response as quickly as possible. We will try to send the report to you, if possible, sooner than 1/18.

Thank you!

02/05/99 Response received. It was reported that the company contacted the customer and it was determined that no one in the residence authorized the change. The company is issuing a full credit in the amount of \$180.34.

02/16/99 Case to be closed with slamming letter. cab

Name THIVIERGE, CLEMENT

Company GTE COMMUNICATIONS CORPORATION

Request No. 239206I

Docket No. 99036
Exhibit CAB-1
Page 205 of 373

Address 501 BLUE HERON DRIVE

Attn. Jane Lee239206I

By HB Time 2:25 PM Date 12/30/1

Consumer's Telephone # (954)-456-7695

To CO Time FAX Date 12/30/1

City/Zip Hallandale 33009 County BRO

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name CLEMENT THIVIERGE

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 01/22/1999

Reply Received T

Customer states that the company was switched from MCI to GTELD without authorization or request. Customer states the company has returned to its carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

****NOTE**** Please submit your response to Ms. Heidi Boeshaghi, Division of Consumer Affairs. Telephone number 850-410-8009 and FAX telephone number 850-410-8010, or you may e-mail your response to hbooesha@psc.state.fl.us

PLEASE WRITE LETTER TO:

1336 MARIE-ROLLET
QUEBEC CITY, QUEBEC
CANADA J1S2H2

PHONE 418-681-6651
FAX 418-524-3201

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

HEIDY BOOESHAGHI

DUE: 01/14/1999

Name THIVIERGE, CLEMENT

Company GTE COMMUNICATIONS CORPORATION

Request No. 239206I

Docket No. 990362-1
Exhibit CAB-1
Page 206 of 373

PAGE: 2

01/14/99 Granted extension until 1/21/99. hb

01/22/99 Case closed by letter. The ss# on the LOA is incorrect and customer did not authorize the change. Credit of \$113.19. hb

Name ANDERSON, GREG

Company GTE COMMUNICATIONS CORPORATION

Request No. 239277I Exhibit CAB-1
Page 207 of 373

Address 1115 N.E. 3RD STREET

Attn. Jane Lee239277I

By JRD Time 2:30 PM Date 12/31/99

Consumer's Telephone # (954)-522-3462

To CO Time FAX Date 01/06/00

City/zip Fort Lauderdale 33301 County BRO

Can Be Reached (954)-764-2727

Type S Form INTERNET

Account Number _____

Note _____

Category _____

Caller's Name GREG ANDERSON

Informal Conf. _____

Infraction LS-13C

Closed by JRD Date 02/02/1999

Reply Received T

The Florida PSC received the following e-mail from Mr. Anderson:
"I was slammed!...(954) 522-3463 I got a letter today from GTE saying they were thrilled that I selected them as a long distance provider...I did not! please investigate."

Please provide proof of authorization.

1/11/99 Received acknowledgement that company had received case.

1/22/99 Report received.

1/25/99 Sent letter to customer to verify signature.

2/2/99 Received e-mail from customer:

Thank for your follow up to my complaint, referenced by your number above. I have examined the copy you provided. The signature is a forgery and the DL number listed is not mine. I gave no such authorization to switch my service.

Should you need any additional information, please let me know.

Sincerely,

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

DICK DURBIN

DUE: 01/22/1999

Name ANDERSON, GREG

Company GTE COMMUNICATIONS CORPORATION

Request No. 239277I

Docket No. 990302
Exhibit CAB-1
Page 208 of 373

PAGE: 2

Greg Anderson

2/2/99 Closed with letter as infraction since the customer states that the signature is a forgery.

Name GONZALEZ, CARMEN

Company GTE COMMUNICATIONS CORPORATION

Request No. 239318I

Docket No. 99036
Exhibit REP-1
Page 209 of 373

Address 11683 NW 91 PLACE

Attn. Jane Lee239318I

By NJS Time 10:01 AM Date 01/04/1999

Consumer's Telephone # (305)-557-1285

To CO Time FAX Date 01/04/1999

City/Zip Hialeah 33018 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name CARMEN GONZALEZ

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 02/12/1999

Reply Received T

Customer says the following:

Customer was changed from AT&T to GTE long distance without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

1-11-99 Christi Gary contacted CAF, stating the company did not receive this case. Case was sent to company with a due date of 1-27-99. rwm

02/04/99: Report Received: GTELD contacted the customer who indicated she did not authorize the change in her long distance service. GTELD issued credits totaling \$8.80 representing 100% reimbursement for the GTELD charges.

02/12/99: A closure letter will be forward to the customer by mail.

This inquiry is closed

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 01/19/1999

Name DIEGUEZ, MANUEL Company GTE COMMUNICATIONS CORPORATION
Address 2930 SW 104 COURT Attn. Jane Lee239517I
Consumer's Telephone # (305)-226-8999
City/Zip Miami 33165 County DADE Can Be Reached (305)-445-8400
Account Number _____ Note _____
Caller's Name MANUEL DIEGUEZ Informal Conf. _____

Request No. 239517I
By NJS Time 4:03 PM Date 01/05/1999
To CO Time FAX Date 01/05/1999
Type S Form Phone
Category _____
Infraction LS-13B
Closed by NJS Date 02/02/1999
Reply Received T

Customer says the following:

Customer was changed from AT&T to GTELD without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

1-11-99 Christi Gary contacted CAF stating the company did not receive a copy of this case. Case was sent to company with a due date of 1-27-99. rwm

01/27/99: Report Received: GTELD representative contacted Mr. Dieguez, who indicated he did not authorize the change in his long distance service provider. No GTEL charges were incurred, and therefore, no credits were issued. GTELD is prepared to reimburse Mr. Dieguez for any other carrier charges he may incur as a result of this transaction.

02/02/99: A closure letter will be forward to the customer by mail

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 01/27/1999

Name DIEGUEZ, MANUEL

Company GTE COMMUNICATIONS CORPORATION

Request No. 239517I

Docket No. 99036
Exhibit CAB-1
Page 211 of 373

PAGE: 2

This inquiry is closed.

Name BENITEZ, MARIA

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
Exhibit CAB-1
Page 212 of 373
Request No. 239523I

Address 7911 SOUTH GATE BLVD.

Attn. Jane Lee239523I

By EAA Time 4:51 PM Date 01/05/1999

Consumer's Telephone # (954)-724-4246

To CO Time FAX Date 01/05/1999

City/Zip North Lauderdale 33068 County BRO

• Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name MARIA BENITEZ

Informal Conf. _____

Infraction LS-13B

Closed by EAA Date 01/28/1999

Reply Received T

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

ELSIE A. AKANBI

DUE: 01/27/1999

Customer is being billed for unauthorized services and/or unknown charges appearing on the customer's phone bill. Previous contact with the company to try to resolve this matter has been attempted.

Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: any applicable credits as well as any LOA and/or tape authorization you have on record for this customer regarding the use of the services in dispute.

Note Customer contact is Maria Benitez

****NOTE**** Please submit your response to Ms. Elsie Akanbi, Division of Consumer Affairs. Telephone number 850-410-8006 and FAX telephone number 800-511-0809, or you may e-mail your response to eakanbi@psc.state.fl.us

1-11 Received fax from Christi Gary stating GTE Communications Corp. did not receive this case. Case sent to company with a new due date of 1-27-99. rwm.

1/26/99 COMPANY RESPONSE RECEIVED:

PAGE: 2

GTELD states INTERlata service began on September 12, 1998 with receipt of a signed LOA with the name of Maria Benitez. The LOA was dated August 8, 1998. GTE has noted that contact with Ms. Benitez has confirmed that she did not authorize this switch of service. GTELD has issued a full credit of \$12.93 and will credit any other charges incurred as they become available. eaa.

1/28/99 Case closed as an apparent rule violation. F.A.C. 25-4.118. Customer will receive copy of LOA enclosed with the closeout letter. eaa.

Name PETERS, MARIE

Company GTE COMMUNICATIONS CORPORATION

Request No. 239529I

Docket No. 99036
Exhibit CAB-1
Page 214 of 373

Address 12590 16TH AVE

Attn. Jane Lee239529I

By NJS Time 8:38 AM Date 01/06/1999

Consumer's Telephone # (305)-891-6739

To CO Time FAX Date 01/06/1999

City/Zip North Miami 33161 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name MARIE PETERS

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 02/12/1999

Reply Received T

Customer says the following:

Customer was changed from AT&T to GTELD without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

1-11-98 Christi Gary contacted CAF stating the company did not receive this case. Case was sent to company with a due date of 1-27-99.rwm

1/27/99 Ms. Robinson called for an extension. Granted. /Kate

2/4/99: Report received: GTELD issued a full credit in the amount of \$101.02 representing 100% of the charges. GTELD is prepared to reimburse Ms. Peters for any other carrier charges she may incur as a result of this transaction. Customer was contacted by N.Santiago at 3:45p.m on 2/12/99 and she stated that she never authorized the company to provide her with service.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 02/02/1999

Name PETERS, MARIE

Company GTE COMMUNICATIONS CORPORATION

Request No. 239529I

Docket No. 990362-
Exhibit REP-1
Page 215 of 373

PAGE: 2

02/12/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

Name GERACE, VINCENT

Company GTE COMMUNICATIONS CORPORATION

Request No. 239568I

DUCKET NO. 000000
Exhibit CAB-1
Page 216 of 373

Address 4660 N.E. 3RD AVENUE

Attn. Jane Lee239568I

By CAB Time 12:51 PM Date 01/06/19

Consumer's Telephone # (954)-938-0365

To CO Time FAX Date 01/07/19

City/Zip Oakland Park 33334 County BRO

Can Be Reached (954)-928-0910

Type S Form INTERNET

Account Number _____

Note _____

Category _____

Caller's Name VINCENT GERACE

Informal Conf. _____

Infraction LS-13B

Closed by CAB Date 02/16/1999

Reply Received T

Please review the attached internet complaint.

"Accountholder: vincent gerace

Submitted by: christine gerace

Service Address: 4660 ne 3 ave

City, State and Zip Code: ft laud, fl 33334

County: Broward

Mailing Address=

Mailing City, State and Zip Code=

E-mail Address: wahoomcrudd@compuserve.com

Telephone Number at the Service Address: 9549380365

Daytime Contact Telephone Number: 9549280910

Local Telephone Company: bell south

Interstate/Long Distance Telephone Company: att

Intrastate/Local Toll Telephone Company: bell south

Interstate/Long Distance: Yes

Company that Switched the Service Without Authorization: gte

Contacted Preferred Carrier: YES

Contacted company in dispute: YES

name of contact: kary sanders

Received bill from new carrier: YES

comments: contacted mr. sanders on 1/2, who claimed to be a manager but was

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 01/27/1999

PAGE: 2

unwilling to access our account information. bell south informed us that gte switched our long distance. gte was again contacted on 1/4, who told me we were switced on 10/18 with a bill due on 11/2, which we never received. they said that a social security number is necessary to switch and no number was showing up in their files. bell south told us that gte would be able to tell us the individual who authorized the switch at gte because it would indicate their individual passcode; gte told me that was untrue and said there was no way this could be indicated. i have claimed dak for the calls listed on this gte bill dated 10/13 and have told them i am refusing to pay. bell south has switched us back to att. due to busy lines, i have been unable to contact att as of now, but will continue to keep trying."

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

cbroome@psc.state.fl.us

850-410-6002

Current fax number 850-413-6362

1-11-99 Christi Gary contacted CAF stating the company did not receive a copy of this case. Case was sent to company with a due date 1-27-99. rwm

Name GERACE, VINCENT

Company GTE COMMUNICATIONS CORPORATION

Request No. 239568I

Docket No. 990362-
Exhibit CAB-1
Page 218 of 373

PAGE: 3

01/27/99 Response received. It was reported that the company spoke with the company and confirmed that no one authorized the change. A credit was issued in the amount of \$10.05. cab

02/16/99 Case to be closed by slamming letter. cab

Name SANTA, VICTOR

Company GTE COMMUNICATIONS CORPORATION

Request No. 239673I

Docket No. 990362

Exhibit CAB-1

Page 219 of 373

Address 4722 HOLLY DR.

Attn. Jane Lee239673I

By SRG Time 9:27 AM Date 01/07/1999

Consumer's
Telephone # (561)-622-5564

To SRG Time FAX Date 01/07/1999

City/zip Palm Beach Gardens33418 County PLB

Can Be
Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name VICTOR SANTA

Informal Conf. _____

Infraction LS-13A

Closed by MEP Date 02/05/1999

Reply Received T

The customer says the following:

The customer's long distance service was switched without his knowledge.

The customer's PIC is AT&T.

Please provide proof of authorization, including an LOA/TAPE.

1-11-99 Christi Gary contact CAF stating the company did not receive this case. Case was sent to company with a due date of 1-27-98. rwm

1/27/99 Ms. Robinson called for an extension. Granted. /Kate

02/02/99 Received report with explanation. It appears GTE received an LOA. The representative has been terminated. A full credit of \$143.41 was issued to the account. A letter was sent to the customer.

02/05/99 Closed by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 02/02/1999

Name REAVELEY, PETER

Company GTE COMMUNICATIONS CORPORATION

Request No. 240196I

Address 20200 WEST COUNTRY CLUB DRIVE

Attn. Jane Lee240196I

By MEP Time 1:46 PM Date 01/12/1999

#8

Consumer's Telephone # (305)-932-2492

To CO Time FAX Date 01/12/1999

City/Zip Miami 33180 County DADE

Can Be Reached (305)-932-2492

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name BABARA REAVELEY

Informal Conf. _____

Infraction LS-13C

Closed by MEP Date 01/29/1999

Reply Received T

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

ELLEN PLENDL

DUE: 01/28/1999

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

Note Customer contact is Ms. Barbara Reaveley.

01/13/99 Received interim report. Another report will be submitted by 01/29/99.

01/18/99 Received signatures from the customer.

01/25/99 Received bills from the customer.

01/26/99 FAX TO CO. See attached bills which the customer is requesting full credit.

****NOTE**** Please submit your response to Ms. Ellen Plendl, Division of Consumer Affairs. Telephone number 850-413-6123 and FAX telephone number 850-413-6124, or you may e-mail your response to eplendl@psc.state.fl.us

PAGE: 2

01/28/99 Received report with explanation and LOA. It appears the signature is not that of the customer. The agent has been terminated. A full credit of \$42.45 was issued to the account. This credit should appear in one to two billing cycles. If the customer receives further billing, the company will adjust the charges. A letter was sent to the customer.

01/29/99 Closed by letter.

Name ZAMORA, MARISELA

Company GTE COMMUNICATIONS CORPORATION

Request No. 241320I Exhibit CAB-1
Page 222 of 373

Address 8600 S.W. 2ND STREET

Attn. Jane Lee241320I

By CAB Time 8:00 AM Date 01/22/1999

Consumer's Telephone # (305)-552-5060

To CO Time FAX Date 01/25/1999

City/Zip Miami 33144 County DADE

Can Be Reached (305)-552-5060

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name MARISELA ZAMORA

Informal Conf. _____

Infraction LS-13B

Closed by NCS Date 07/21/1999

Reply Received T

Please review the attached correspondence.

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

cbroome@psc.state.fl.us

850-410-6002

Current fax number 850-413-6362

02/09/99 Response received. It was reported that the company attempted to reach the customer to confirm the LOA. I will send a copy and close the case accordingly upon hearing back from the customer. The company has issued a credit in the amount of \$745.43. cab

02/16/99 Preparing to send a verify LOA letter. cab

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

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

CAROL BROOME

DUE: 02/09/1999

PAGE: 2

03/23/99: A letter will be address to the customer with a copy of the LOA form.
NJS

07/21/99 CUSTOMER CALLED TO STATE THAT THE LOA IS FORGED. IT APPEARS THAT MS.
SIMMONS IS HANDLING THIS ISSUE, I WILL FORWARD THIS TO HER TO ADDRESS WITH THE
CUSTOMER. CUSTOMER DID REQUEST A CALL BACK. C. BROOME

07/21/99 Closing case, slamming, sending to ewe to draft letter. NSimmonds

Name WILLIAMS, ANN

Company GTE COMMUNICATIONS CORPORATION

Request No. 241435I

Address 1515 S.E. 8TH TERRACE

Attn. Jane Lee241435I

By CAB Time 8:30 AM Date 01/25/1999

Consumer's Telephone # (954)-426-5284

To CO Time FAX Date 01/27/1999

City/Zip Deerfield Beach 33441 County BRO

Can Be Reached (954)-782-8110

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name ANN WILLIAMS

Informal Conf. _____

Infraction LS-13B

Closed by CAB Date 02/16/1999

Reply Received T

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice AT&T by phone call to BellSouth. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape. pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.
cbroome@psc.state.fl.us
850-410-6002
Current fax number 850-413

02/11/99 Response received. It was reported that no charges were incurred on this account and no credits will be issued. The company contacted the customer and reviewed the LOA. The company is prepared to credit any fees that may be incurred. cab

02/16/99 Case to be closed with slamming letter. cab

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 02/11/1999

Name TOVAR, RAFAEL

Company GTE COMMUNICATIONS CORPORATION

Request No. 241633I

Docket No. 99036:
Exhibit CAB-1
Page 225 of 373

Address 7445 SW 144 TERRACE

Attn. Jane Lee241633I

By NJS Time 10:55 AM Date 01/26/1999

Consumer's Telephone # (305)-255-2351

To CO Time FAX Date 01/26/1999

City/Zip Miami 33158 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name RAFAEL TOVAR

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 03/30/1999

Reply Received T

Customer says the following:

Customer was changed from AT&T to GTELD without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

02/10/99: Report Received: According to the company's report, GTELD representative attempted to contact Mr. Tovar and left a message requesting the call to be returned to GTELD's toll free number. GTELD issued a credit in the amount of \$14.89, representing 100% reimbursement for the GTELD. GTELD is prepared to reimburse Mr. Tovar for any other carrier charges he may incur as a result of this transaction. The LOA form was provided but the signature in the LOA is not matching with the signature of the customer. Previously, the customer mailed a letter to the PSC and he signed the letter. I compared the signatures and they are not the same. This case will, be closed as an infraction against the company for slamming.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 02/10/1999

Name TOVAR, RAFAEL

Company GTE COMMUNICATIONS CORPORATION

Request No. 241633I

Docket No. 990362-TI
Exhibit CAB-1
Page 226 of 373

PAGE: 2

03/30/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

Name CHARLES, ERROL

Company GTE COMMUNICATIONS CORPORATION

Request No. 241653I

Address 2913 DOLPHIN DR.

Attn. Jane Lee241653I

By VSM Time 12:06 PM Date 01/26/1999

Consumer's Telephone # (954)-436-9756

To CO Time FAX Date 01/26/1999

City/zip Pembroke Pines 33025 County BRO

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name ERROL CHARLES

Informal Conf. _____

Infraction LS-13B

Closed by VSM Date 03/11/1999

Reply Received T

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

VICTOR MCKAY

DUE: 02/10/1999

The customer states that there was an unauthorized change in long distance phone carriers.

Please investigate this issue, contact the customer and provide me with a detailed written report. This report should include an LOA/taped verification.

Inquiry taken by V. McKay.
vmckay@psc.state.fl.us

01-27-1999 Susan Robinson sent me a e-mail stating that she has received the complaint and will respond. VSM

02-12-1999 The company is requesting an extension until 3-1-1999. The customer is out of the country until 2-22-1999.

3/8/99 Customer called for an update on his case. Customer has received a bill from GTE \$1068.00. Customer received a letter offering him 10% off the bill. Customer would like to contact an attorney. eaa. The customer is going to fax me a copy of that letter that the company sent to him. VSM.

03-11-1999 The company sent a report that states they received an LOA with the customer name on October 2, 1998. They also received an electronic deactivation

request from the customer's local exchange company. They issued him credits that represents 100% of the bills incurred through GTE. They will be able to rerate the calls once they hear from the customer. He needs to call the company at 888-483-7770. The customer also needs to inform the company of who he wants as a long distance provider. Closed by letter. The customer sent me a copy of his bills. VSM.

3/24/99 The customer called and wanted to speak to you about the case.SRG

03/24/99: Customer called requesting to speak to Victor but he was with another call. NJS The case was closed and all the information was provided to the customer.NJS

03-25-1999 The additional report from the company states that he was a customer between December 16 and Jan. 17.

Name TAMAYO, EUGENIO

Company GTE COMMUNICATIONS CORPORATION

Docket No. 99036
Exhibit CAB-1
Page 229 of 373
Request No. 242174I

Address 2918 SW 3RD ST

Attn. Jane Lee242174I

By NCS Time 9:13 AM Date 02/01/1999

Consumer's Telephone # (305)-541-3513

To CO Time FAX Date 02/01/1999

City/Zip Miami 33135-1306 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name MARIA E. FERNANDEZ

Informal Conf. _____

Infraction LS-13C

Closed by NCS Date 03/01/1999

Reply Received T

Inquiry taken by N.Cortijo-Simmonds

Customer states that she was switched from her preferred carrier to GTE without authorization or request. She has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

02/12/99 Received report requesting due date extension until 2/24/98.

02/17/99 Received correspondence from the customer.

02/25/99 Received report stating that a \$47.94 credit was issued. Forged LOA.

03/01/99 Called to talk to customer or caller. According to person who answered phone, Tamayo is deceased. Ms. Fernandez had initiated the complaint and signed the correspondence. The signature on correspondence and signature on LOA do not match. Closing case by letter. slamming.

03/15/99 Mailing letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 02/24/1999

Name SILVERIO, Pelayo

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
Exhibit CAB-1
Page 230 of 373

Request No. 242426I

Address 5921 SW 46TH TERRACE

Attn. Jane Lee242426I

By NJS Time 10:46 AM Date 02/02/19

Consumer's Telephone # (305)-669-6188

To CO Time FAX Date 02/02/19

City/Zip Miami 33155 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name PELAYO SILVERIO

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 03/09/1999

Reply Received L

Customer says the following:

Customer was changed from AT&T to GTELD without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

The customer also stated that the company misrepresented themselves saying that they were AT&T.

February 17, 1999: Interim Report Number 1 received. A request for a due date extension to answer this inquiry has been requested along with one of my cases. EXTENSION HAS BEEN GRANTED. Your new reply date is February 26, 1999. C. Pena. *****8

03/08/99: Report Received: According to the company's report a credit in the amount of \$38.00 was issued to the customer's account, representing 100% reimbursement for the GTELD charges. The name Leopoldo Lazo, dated September 29, 1999, is shown on the LOA for the telephone number above. The customer on record is Mr. Silverio Pelayo.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 02/17/1999

Name SILVERIO, PELAYO

Company GTE COMMUNICATIONS CORPORATION

Request No. 242426I

Docket No. 99036
Exhibit CAB-1
Page 231 of 373

PAGE: 2

03/09/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

Name BABL, ROBERT

Company GTE COMMUNICATIONS CORPORATION

Request No. 242821I

DUCKET NO. 990302-
Exhibit CAB-1
Page 232 of 373

Address 8101 S.W. 136TH STREET

Attn. Jane Lee242821I

By CAB Time 3:07 PM Date 02/04/19

Consumer's Telephone # (305)-253-7397

To CO Time FAX Date 02/05/19

City/Zip Miami 33156 county DADE

Can Be Reached (305)-253-7397

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name ROBERT BABL

Informal Conf. _____

Infraction LS-13B

Closed by CAB Date 03/31/1999

Reply Received T

Please review the attached correspondence.

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.

cbroome@psc.state.fl.us

850-410-6002

Current fax number 850-413-6362

Carol,

GTECC is requesting a due date extension for the following Request Number until 3/5/99. Please advise if there is a problem with our request. If I do not hear back from you, I will assume the request was approved.

Thank you!

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 02/22/1999

Name BABL, ROBERT

Company GTE COMMUNICATIONS CORPORATION

Request No. 242821I

Docket No. 990362
Exhibit REP-1
Page 233 of 373

PAGE: 2

Have a nice day!

Analyst:	Request#	Complainant Name:	Due Date:
C.Broome	242821i	Robert Babl	2/22/99
Requested Extension until 3/5/99			

Susan Robinson-Staff Administrator/Specialist

GTECC Executive Customer Relations

Telephone: 972/465-4524

Toll Free: 1/888-483-5227

Fax: 972/465-4823

Internet Email Address: robinson.susan@telops.gte.com

Mailcode: HQK03D66

03/15/99 Response received. It was reported that the company contacted the customer and confirmed that the authorization was not authorized. With this information, this matter will be closed by slamming form letter to the customer.
cab

Name MAC NEILL, JOSEPH

Company GTE COMMUNICATIONS CORPORATION

Request No. 243052I

Address 295 N.E. 148TH STREET

Attn. Jane Lee243052I

By CAB Time 8:06 PM Date 02/05/1999

Consumer's Telephone # (305)-638-7219

To _____ Time FAX Date 02/08/1999

City/Zip North Miami 33161 County DADE

Can Be Reached (305)-638-7219

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name JOSEPH MAC NEILL

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 04/16/1999

Reply Received T

Please review the attached correspondence in which the customer states her account was changed without authorization.

Please contact the customer and provide a detailed written report to confirm that any changes or additions to this account were made in compliance with applicable state rules and regulations.

Inquiry taken by C. Broome
cbroome@psc.state.fl.us
850-410-6002
Fax 850-413-6362

Carol,

GTECC is requesting a due date extension for the following Request Number until 3/8/99. Please advise if there is a problem with our request. If I do not hear back from you, I will assume the request was approved.

Thank you!

Have a nice day!

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 02/23/1999

Request# 243052I

Complainant Name: Joseph Mac Neill

Due Date: 2/23/99

Requested Extension until 3/8/99

Susan Robinson-Staff Administrator/Specialist

GTECC Executive Customer Relations

Telephone: 972/465-4524

Toll Free: 1/888-483-5227

Fax: 972/465-4823

Internet Email Address: robinson.susan@telops.gte.com

Mailcode: HQK03D66

03/15/99: Report Received: A credit in the amount of \$13.48 was issued to the customer. Company contacted the customer who stated that he did not authorize the change of long distance service. NJS

04/16/99: A closure letter will be forward to the customer by mail.

This case is closed.

Name CURRY, DAVID

Company GTE COMMUNICATIONS CORPORATION

Request No. 243355I

Address P.O. BOX 730

Attn. Jane Lee243355I

By CAB Time 7:57 AM Date 02/10/1

city/zip Chokoloskee 34138 County COLL

Consumer's Telephone # (941)-695-2645

To CO Time FAX Date 02/10/1

Can Be Reached (941)-695-2645

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name DAVID CURRY

Informal Conf. _____

Infraction LS-13B

Closed by CAB Date 04/20/199

Reply Received T

Please review the attached correspondence.

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.
cbroome@psc.state.fl.us
850-410-6002
Current fax number 850-413-6362

Received request from the company for an extension. cab

03/10/99 Response received. It appears that the company contacted the customer and confirmed that the LOA is not correct. Therefore, this case will be closed as a violation reflecting a credit issue of \$45.55 cab

04/20/99 Case to be closed by Slamming 99 form letter. cab

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 02/25/1999

Name LOPEZ, PETER

Company GTE COMMUNICATIONS CORPORATION

Request No. 243727I Exhibit CAB-1
Page 237 of 373

Address 867 BLACKGUM CT.

Attn. Jane Lee243727I

By SRG Time 4:03 PM Date 02/11/1

Consumer's Telephone # (407)-381-8451

To SRG Time FAX Date 02/11/1

City/zip Orlando 32825 County ORN

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name PETER LOPEZ

Informal Conf. _____

Infraction LS-13B

Closed by SRG Date 03/09/199

Reply Received L

The customer says the following:

His long distance service was switched without his knowledge. The customer stated that the LOA provided to him was incorrect, because authorization was obtained from a Ms. Barbara Lopez, who the customer does not know.

The customer's PIC is AT&T.

Please provide proof of authorization, including an LOA/TAPE.

2/26/99 Report received. The company will be issuing the customer a credit of \$365.11 for the charges incurred. I will send the customer a letter explaining the facts of the case.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 02/26/1999

Name REINHARDT, ROBERT

Company GTE COMMUNICATIONS CORPORATION

Request No. 243930I
Docket No. 990362-
Exhibit CAB-1
Page 238 of 373

Address 8205 BREEZE COVE LANE

Attn. Jane Lee243930I

By CAB Time 4:05 PM Date 02/12/19

Consumer's Telephone # (407)-345-8789

To CO Time FAX Date 02/15/19

city/zip Orlando 32819 County ORN

Can Be Reached (407)-345-8789

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name ROBERT REINHARDT

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 08/10/1999

Reply Received T

Please review the attached correspondence.

Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.
cbroome@psc.state.fl.us
850-410-6002
Current fax number 850-413-6362

Carol,

Good afternoon.

GTECC is requesting a due date extension for the following Request Number until 3/11/99 as the due date shows due on 3/2/99 but our office only received the complaint today. Please advise if there is a problem with our request. If I do not hear back from you, I will assume the request was approved.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

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

CAROL BROOME

DUE: 03/02/1999

PAGE: 2

We greatly appreciate your assistance. Unfortunately, several people have been out of the office due to illness.

Thank you!

Have a nice weekend!

Request# 243930I

Complainant Name: Robert Reinhardt

Due Date: 3/2/99

Requested Extension until 3/11/99

Susan Robinson-Staff Administrator/Specialist

GTECC Executive Customer Relations

Telephone: 972/465-4524

Toll Free: 1/888-483-5227

Fax: 972/465-4823

Internet Email Address: robinson.susan@telops.gte.com

Mailcode: HQK03D66

03/11/99 Company called to state that this investigation is still being reviewed by the company and an extension has been granted. cab

03/11/99 Received additional correspondence from the customer that I will forward to the company for review. cab

07/09/99 RESPONSE HAS NOT BEEN RECEIVED. PLEASE SEND OR RESEND YOUR RESPONSE BY

PAGE: 3

07/16/99, IN ORDER TO MOVE THIS MATTER TOWARD CLOSURE. C. BROOME

REPORT RECEIVED:

07/9/99: Report Received: According to the company's report the customer was contacted and he indicated that neither she or her husband authorized the change in their long distance service provider. A credit in the amount of \$14.06 was issued to the customer's account representing 100% of the charges.

A closure letter will be forward to the customer by mail.

This inquiry is closed.

Name ESCOTO, ANGEL
Address 4253 S.W. 69TH AVENUE

City/Zip Miami 33155 County DADE
Account Number
Caller's Name ANGEL ESCOTO

Company GTE COMMUNICATIONS CORPORATION
Attn. Jane Lee243980I
Consumer's Telephone # (305)-667-4231
Can Be Reached (305)-661-6188
Note
Informal Conf.

Request No. 243980I Exhibit CAB-1
Page 241 of 373
By CAB Time 8:22 AM Date 02/15/1999
To CO Time FAX Date 02/19/1999
Type S Form Phone
Category
Infraction LS-13B
Closed by CAB Date 03/19/1999
Reply Received T

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice AT&T. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Customer states that he has contacted BellSouth.

Inquiry taken by C. Broome.
cbroome@psc.state.fl.us
850-410-6002
Current fax number 850-413-6362

It appears that this fax did not reach its destination. I will refax and adjust the dates. cab

Ms. Johnson,

I am requesting extensions on the following complaints, due today:

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 03/08/1999

Angel Escoto	due 3/8/99	request ext to 3/22/99
Shalon Mathena	due 3/8/99	request ext to 3/22/99

Should there be a problem, please respond by reply to this e-mail. If I don't hear from you, I will assume the extension has been granted. Thank You!

Chiara Hamilton
Senior Administrator
Executive Customer Relations
GTE Communications Corporation
Phn 972-465-4529

03/19/99 Response received. It was reported that the company contacted the customer who confirmed that the LOA was not correct. The company issued a credit in the amount of \$8.96 as full credit. cab

03/27/99 Case to be closed by slamming letter. cab

Name FICCA, PHILLIP

Company GTE COMMUNICATIONS CORPORATION

Request No. 244157I LOCKET NO. 990302
Exhibit CAB-1
Page 243 of 373

Address 11532 WELLMAN DRIVE

Attn. Jane Lee244157I

By NJS Time 8:30 AM Date 02/16/1999

Consumer's Telephone # (813)-654-2830

To CO Time FAX Date 02/16/1999

City/Zip Riverview 33569 County HILL

Can Be Reached (813)-661-5709

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name GAIL FICCA

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 03/31/1999

Reply Received T

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 03/03/1999

Customer says the following:

Customer was changed to GTELD without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

According to the customer, she cancelled the account, but the account was not cancelled when he requested.

03/16/99:An extension was requested by the company. E mail was received.NJS

03/25/99: Please provide the PSC with a copy of the report. The report faxed on 03/22/99 only one page was received. Thanks for your cooperation. NJS

Ms. Santiago,

I have refaxed (to 850/413-6362) GTECC's response to this complaint.

PAGE: 2

Please advise if you did not receive.

Christi Gary
Coordinator-Regulatory Accounting & Compliance
GTE Service Corporation
Phone 972/718-4061
Fax 972/718-3908

Original Text

From: <nsantiag@mail.psc.state.fl.us>, on 3/25/99 3:36 PM:
To: smtp[<complaints@list.tel.gte.com>]

NAME: FICCA, PHILLIP
CASE NO: 244157I
COMPANY: GTE COMMUNICATIONS CORPORATION
CITY: Riverview
ZIP: 33569
ADDRESS: 11532 WELLMAN DRIVE
TIME REC'D: 8:30 AM
DATE REC'D: 02/16/1999
CONSUMER TELEPHONE: (813)-654-2830
CAN BE REACHED: (813)-661-5709
TIME SENT TO COMPANY: FAX
DATE SENT TO COMPANY: 02/16/1999
BILLING TYPE: S
ACCOUNT NO.:
CATEGORY/INFRACTION CODE:
ENTERED BY: NSANTIAG

PAGE: 3

ASSIGNED ANALYST: NOELIA SANTIAGO

DUE DATE: 03/03/1999

CLOSEOUT ANALYST:

DATE CLOSED: / /

TIMELY/LATE:

NOTES:

03/26/99: Report Received: A credit in the amount of \$56.09 was issued to the customer's account. The account was cancelled on February 18,1999. This case will be closed as an infraction because no third party verification tape was provided or LOA form to verify how the change was made.

03/31/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

Name MONTALVO, ORLANDO

Company GTE COMMUNICATIONS CORPORATION

Request No. 244183I
Locket No. 990362
Exhibit CAB-1
Page 246 of 373

Address 5560 W 21ST CT

Attn. Jane Lee244183I

By NCS Time 10:11 AM Date 02/16/1

ALAMEDA TOWER 6 #108

Consumer's Telephone # (305)-558-9502

To NCS Time FAX Date 02/16/1

City/Zip Hialeah 33016 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name ORLANDO MONTALVO

Informal Conf. _____

Infraction LS-13C

Closed by NCS Date 04/27/1999

Reply Received T

Inquiry taken by N.Cortijo-Simmonds/he

Customer states that he was switched from AT&T to GTE without authorization or request. He has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier. Please terminate billing and remove customer information from company's database to terminate any solicitation to customer.

02/23/99 Received documentation from company stating that the company received the case on 02/22/99.

FAX TO COMPANY:.

04/20/99. AS OF THIS DATE, WE HAVE NOT RECEIVED A FINAL RESPONSE TO THIS INQUIRY. IT IS IMPORTANT THAT WE RECEIVE A FINAL REPORT BY TUESDAY 04/27/99. THANK YOU, D.VIVAS.

**Please submit your duplicate report to Pam Johnson at fax # 1-800-511-0809 (in Florida) or (850)-413-6362 (out of Florida).

04/27/99 Received report showing copy of LOA and letter issuing a credit of

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 03/03/1999

Name MONTALVO, ORLANDO

Company GTE COMMUNICATIONS CORPORATION

Request No. 244183I

Docket No. 99036:
Exhibit CAB-1
Page 247 of 373

PAGE: 2

\$18.82 for 100% reimbursement of charges accrued. Closing as a slamming because the customer of record did not sign the LOA. Sent to ewe to draft letter.

Name MATHIEW, ROLAND

Company GTE COMMUNICATIONS CORPORATION

Request No. 244500I

Address 532 MARENE DR

Attn. Jane Lee244500I

By HB Time 2:17 PM Date 02/17/99

Consumer's Telephone # (954)-966-1531

To CO Time FAX Date 02/17/99

city/zip Hallandale 33009 County BRO

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name ROLAND MATHIEW

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 03/18/1999

Reply Received L

Customer states that he was switched from AT&T to GTELD without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

****NOTE**** Please submit your response to Ms. Heidy Boeshaghi, Division of Consumer Affairs.

03/15/1999 Customer called at 11:10 a.m. and stated that GTE contacted him and stated that they would issue a full credit totaling \$410.60. TVG

03/18/99 Case closed by letter. Company appears to be in violation of rule 25-4.118. Signature is not of the customer. Credit of \$410.66.hb

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

HEIDY BOESHAGHI

DUE: 03/04/1999

Name DELGADO, DOROTHY Company GTE COMMUNICATIONS CORPORATION
Address 455 NW 58 AVE Attn. Jane Lee244652I
City/Zip Miami 33126 County DADE Consumer's Telephone # (305)-262-4600
Account Number _____ Note _____
Caller's Name DOROTHY DELGADO Informal Conf. _____

Docket No. 99036
Exhibit CAB-1
Page 249 of 373
Request No. 244652I
By HB Time 9:59 AM Date 02/18/1
To CO Time FAX Date 02/18/1
Type S Form Phone
Category _____
Infraction LS-13C
Closed by HB Date 02/18/199
Reply Received T

Customer states that she received a card from GTE in her husband's name. She wants to know why this card was sent and how they got all the information to issue the card. She call GTE and she was informed that the information was from taken of past service provided to them. Customer states that she never had services provided by GTE.

Please cancel card.

Please investigate this issue, contact the customer and provide the analyst with a detailed written report.

Inquiry taken by H. Boeshaghi.

10/27/98 Letter of signature verification sent. hb

02/17/99 I called the customer to verify signature. Customer states that the signature is not hers and that she never approved any switch.

02/18/99 Case closed by letter. This was a slamming case and it was previously input as R. Please refer to case #227826R .

Company stated that no charges were incurred therefore no credit. hb

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

HEIDY BOESHAGHI

DUE: 03/05/1999

Name DELGADO, DOROTHY

Company GTE COMMUNICATIONS CORPORATION

Request No. 244652I

Docket No. 9903
Exhibit CAB-1
Page 250 of 373

PAGE: 2

Name ROBERTSON, JAMES

Company GTE COMMUNICATIONS CORPORATION

Request No. 245194I

Address 205 ORANGE RIDGE CIRCLE

Attn. Jane Lee245194I

By NJS Time 9:01 AM Date 02/22/1999

City/Zip Longwood 32779 County SEM

Consumer's Telephone # (407)-333-4791

To CO Time FAX Date 02/22/1999

Account Number _____

Can Be Reached _____

Type S Form Phone

Caller's Name JAMES ROBERTSON

Note _____

Category _____

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 03/10/1999

Reply Received T

Customer says the following:

Customer was changed from NITEL to GTELD without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

03/09/99: Report Received: According to the company's report GTELD contacted the customer who indicated neither she or her husband, authorized the change in their long distance service provider. GTELD issued a credit in the amount of \$11.63 representing 100% reimbursement for the GTELD charges. The credit should appear within one to three billing cycles. The credit includes a refund check in the amount of \$4.80 for the reimbursement of payments received on the above account.

03/10/1999: A closure letter will be forward to the customer by mail.

This inquiry is closed

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 03/09/1999

Name ROBERTSON, JAMES

Company GTE COMMUNICATIONS CORPORATION

Request No. 245194I

Docket No. 990362
Exhibit CAB-1
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PAGE: 2

Name TEMPLER, DAVID

Company GTE COMMUNICATIONS CORPORATION

Request No. 245222I

Docket No. 99036

Exhibit CAB-1

Page 253 of 373

Address 3260 NE 164TH STREET

Attn. Jane Lee245222I

By NJS Time 9:40 AM Date 02/22/1999

Consumer's Telephone # (305)-919-8893

To _____ Time FAX Date 02/22/1999

City/Zip Miami 33160 County DADE

Can Be Reached (305)-919-8893

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name LAURA TEMPLER

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 05/26/1999

Reply Received L

Customer says the following:

Customer was changed from MCI to GTELD without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

03/16/99: Report Received: According to the company's report a credit in the amount of \$59.12. The credit should appear within one to three billing cycles. The customer stated that he did not authorize the service. The credit is representing 100% of the charges.

05/28/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 03/09/1999

Name SIMMON, MARIANN

Company GTE COMMUNICATIONS CORPORATION

Request No. 245896I

Docket No. 990362-
Exhibit CAB-1
Page 254 of 373

Address 1461 SW 15TH STREET

Attn. Jane Lee245896I

By NJS Time 1:25 PM Date 02/25/19

Consumer's
Telephone # (561)-391-6257

To CO Time FAX Date 02/25/19

City/zip Boca Raton 33486 County PLB

Can Be
Reached (561)-393-8746

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name URSULA MEWS

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 03/31/1999

Reply Received T

Customer says the following:

Customer was changed from AT&T to GTELD without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Noelia,

GTECC is sending this email as an acknowledgment of receipt for the following Commission Request. Should you have any questions while GTECC is reviewing the Requests, please feel free to contact me.

Thank you!

Susan Robinson-Staff Administrator/Specialist

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 03/12/1999

GTECC Executive Customer Relations

Telephone: 972/465-4524

Toll Free: 1/888-483-5227

Fax: 972/465-4823

Internet Email Address: robinson.susan@telops.gte.com

Mailcode: HQK03D66

03/19/99: Report Received: GTELD issued a credit in the amount of \$95.52, representing 100% reimbursement for the GTELD charges. Customer stated she did not authorize the change on her long distance carrier.

03/30/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

Name MILLER, BELLE

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362
Exhibit CAB-1
Page 256 of 373

Request No. 247651I

Address 4701 FOUNTAINS DRIVE SOUTH

Attn. Jane Lee247651I

By CAB Time 10:29 PM Date 03/09/1

Consumer's Telephone # (561)-965-5092

To CO Time FAX Date 03/11/1

City/Zip Lake Worth 33467 County PLB

Can Be Reached (561)-965-5092

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name BELLE MILLER

Informal Conf. _____

Infraction LS-13B

Closed by CAB Date 04/30/199

Reply Received L

Please review the attached correspondence in which the customer states the following.

* CUSTOMER DISPUTES BILLS RECEIVED BY THE COMPANY STATING SHE HAD BEEN SLAMMED.

Please contact the customer, and provide a detailed written report on this matter confirming that any additions or changes on this account were made in compliance with applicable state rules and regulations.

Inquiry taken by C. Broome
cbroome@psc.state.fl.us
Fax 850-413-6362
850-410-6002

03/26/99 company asked for extension. cab

April 9, 1999

Ms. Carol Broome
Division of Consumer Affairs
Florida Public Service Commission

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 03/26/1999

PAGE: 2

2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Ms. Belle Miller

4701 Fountains Dri

Lake Worth, FL 33467

Telephone: 561/965-5092

Request Number: 247651I

Dear Ms. Broome:

GTE Long Distance (GTELD) has reviewed Ms. Miller's complaint. GTELD takes pride in providing its customers with the finest services in the industry and would never knowingly allow a customer's service to be switched without their consent.

In researching Ms. Miller's complaint, our records indicate GTELD began providing interLATA long distance service to telephone number above on October 21, 1998. GTELD began providing service after receiving a Long Distance Provider Change Form (LOA) from GTELD sales agent, Snyder Communications. Snyder's sales representative, #17307, generated the LOA, and purportedly, verified the order before submitting the LOA to GTELD for processing. The name of Kenny Jauce, dated October 3, 1998, is shown on the LOA for the number above. On November 11, 1998, GTELD received an electronic deactivation request from Ms. Miller's local exchange company (LEC), and canceled the account.

PAGE: 3

A GTELD representative contacted Ms. Miller, who indicated she did not know Kenny Jauce and did not authorize the change in her long distance service provider. GTELD issued credits totaling \$23.17, representing 100% reimbursement for the GTELD charges. GTELD is prepared to reimburse Ms. Miller for any other carrier charges she may incur as a result of this transaction.

GTELD has very high ethical standards and guidelines and does not condone any unauthorized changes in a customer's service by its own employees, its contracted vendors, or their employees. If GTELD finds the LOA was generated by one of our sales agent's employees, without the customer's consent, GTELD demands the sales agent take appropriate disciplinary action against the employee, up to and including termination.

When Ms. Miller's complaint was brought to GTELD's attention, a copy of the LOA was sent to the sales agent for review with the sales representative who generated the LOA and service activation request. The sales agent has informed GTELD the employee who generated the service activation request has been terminated from employment.

GTELD apologizes for any inconvenience Ms. Miller experienced due to the actions of its sales agent. GTELD prides itself on being a World-Class service provider and is taking steps to try to ensure its sales agents comply with GTELD's high standards and the sales agents are held accountable for the actions of their employees should those standards not be met.

GTELD added Ms. Miller's name and telephone number to GTE's Master Do Not Solicit list effective March 22, 1999. Please call me at 972/718-8948 if

PAGE: 4

there is anything else I can do to assist you or Ms. Miller.

Sincerely,

Jane F. Lee
Manager-Regulatory Accounting and Compliance

JFL:sar:cmg
Attachment

c: B. Miller (w/o attachment)

I attempted to fax this response letter to fax number 850/413-6362, but it rang with no answer; therefore, I am sending this to you via email.

The original, signed letter and the LOA will be sent via U. S. Mail.

Future GTECC and GTELD complaints should be directed to one of the following:

Email:

Complaints@list.tel.gte.com

Fax:

972/718-3908

Name MILLER, BELLE

Company GTE COMMUNICATIONS CORPORATION

Request No. 247651I

Docket No. 9903
Exhibit CAB-1
Page 260 of 373

PAGE: 5

Mail:

Attn: Jane Lee

GTE Service Corporation

600 Hidden Ridge

04/30/99 Since the customer states that this was not an authorized change, a slamming letter will be sent to the customer. c. broome

Name SANTOYO, ALFREDO

Company GTE COMMUNICATIONS CORPORATION

Request No. 247860I

Address 12471 SW 12 LANE

Attn. Jane Lee247860I

By NCS Time 5:11 PM Date 03/10/1999

Consumer's Telephone # (305)-553-4751

To CO Time FAX Date 03/11/1999

City/Zip Miami 33184-2386 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name ALFREDO SANTOYO

Informal Conf. _____

Infraction LS-13B

Closed by NCS Date 04/15/1999

Reply Received T

Inquiry taken by N.Cortijo-Simmonds/he

Customer states that he was switched from his carrier of choice to GTE without authorization or request. He has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

04/09/99 Received report stating that a credit of \$5.00 would be issued. The customer was switched due to signed LOA the customer states it is not his signature. Closing as a slamming. Sending case to ewe to draft letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 04/09/1999

Name CALCINEF, RAUL

Company GTE COMMUNICATIONS CORPORATION

Request No. 249360I

Address 331 WEST 40 PL

Attn. Jane Lee249360I

By HB Time 9:59 AM Date 03/19/1999

Consumer's Telephone # (305)-823-5803

To CO Time FAX Date 03/19/1999

City/zip Hialeah 33012 County DADE

Can Be Reached (305)-823-2613

Type S Form Phone

Account Number 61Y305411756503

Note _____

Category _____

Caller's Name RAUL CALCINEF

Informal Conf. _____

Infraction LS-13C

Closed by HB Date 04/21/1999

Reply Received L

Customer states that he is getting bills on his name with a telephone number that does not belong to him. (see telephone # on top) his number is (see can be reach #) This is has been happening since last year and the customer has made the company aware of this but nothing has been done.

Customer states that he has made previous contact with the company to discuss this issue. Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

****NOTE**** Please submit your response to Ms. Heidy Boeshaghi, Division of Consumer Affairs. Telephone number 850-410-8009 and FAX telephone number 850-410-8010, or you may e-mail your response to hbooesha@psc.state.fl.us

03/24/99 Acknowledgement of receipt received. hb

04/21/99 Case closed by automatic letter. Social SN is not correct. The switch was done back in 98. Credit of \$31.52. hb

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

HEIDY BOESHAGHI

DUE: 04/05/1999

Name GOLDSMITH, MARK

Company GTE COMMUNICATIONS CORPORATION

Request No. 249558I

Docket No. 9903
Exhibit REP-1
Page 263 of 373

Address 14540 S.W. 151 TERRACE

Attn. Jane Lee249558I

By EAA Time 9:57 AM Date 03/22/

Consumer's Telephone # (305)-256-9376

To CO Time FAX Date 03/22/

City/zip Miami 33186 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name MARK GOLDSMITH

Informal Conf. _____

Infraction LS-13B

Closed by EAA Date 04/20/19

Reply Received T

Customer states that he was switched from MCI WorldCom to GTELD without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Note Customer contact is Mark Goldsmith

****NOTE**** Please submit your response to Ms. Elsie Akanbi, Division of Consumer Affairs. Telephone number 850-410-8006 and FAX telephone number 800-511-0809, or you may e-mail your response to eakanbi@psc.state.fl.us

4/6/99 COMPANY RESPONSE RECEIVED:

GTELD states that a signed LOA by Fernando Lozado dated by August 21, 1998 authorized the switch of service for 305-256-9376. GTELD received an electronic deactivation from Mr. Goldsmith's LEC on October 21, 1998. This resulted in the account being cancelled. The company contacted Mr. Goldsmith and inquired if he knew Fernando Lozado. Mr. Goldsmith stated he did not know anyone by that name.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

ELSIE A. AKANBI

DUE: 04/06/1999

PAGE: 2

GTELD has issued a full reimbursement of all GTELD charges totaling \$40.20. This credit should appear within three billing cycles. The company states that the agent that generated the LOA and service activation request has been terminated from employment.

4/20/99 Case closed by SLAM letter. CREDIT \$40.20. eaa. Mr. Goldsmith did not authorize this switch of service and does not know Fernando Lozado. eaa.

Name LEVINE, CAROL

Company GTE COMMUNICATIONS CORPORATION

Request No. 250106I

Docket No. 9903
Exhibit CAB-1
Page 265 of 373

Address 2518 TAHOE CIRCLE

Attn. Jane Lee250106I

By KBB Time 10:17 AM Date 03/24/

Consumer's Telephone # (407)-672-1666

To KBB Time FAX Date 03/24/

City/Zip Winter Park 32792 County ORN

Can Be Reached _____

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name CAROL LEVINE

Informal Conf. _____

Infraction LS-13C

Closed by KBB Date 04/13/19

Reply Received T

3/25/99 complaint referred by Attorney General's office. customer states that her long distance service was switched twice without her authorization. In this regard, please investigate and provide staff with a written report by April 10, 1999 including the method used to obtain authorization in compliance with Rule 25-4.118, Florida Administrative Code.

My telephone number is (850) 413-6546; fax (850) 413-6547; email address kbiegals@psc.state.fl.us

4/13/99 rec'd response from GTELD. Agent for Snyder communications forged LOA. Company issued credits in the amount of \$384.57.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARI
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

KELLY BIEGALSKI

DUE: 04/08/1999

Name NAPLES AUTO EXCHANGE

Company GTE COMMUNICATIONS CORPORATION

Request No. 250262I Docket No. 99036
Exhibit CAB-1
Page 266 of 373

Address 2385 KINGSLAKE BLVD.

Attn. Jane Lee250262I

By SRG Time 3:05 PM Date 03/24/

Consumer's Telephone # (941)-775-7546

To SRG Time FAX Date 03/24/

City/Zip Naples 34104 County COLL

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name SHERRY MORKUNAS

Informal Conf. _____

Infraction LS-13C

Closed by MEP Date 04/16/19

Reply Received T

The customer says the following:

The customer's long distance service was switched without their knowledge.

The customer's PIC is MCIWorldcom.

Please provide proof of authorization, including an LOA/TAPE.

3/24/99 Received correspondence. The company stated that it received the case on 3/24/99.

4/8/99 FAX TO CO. Correspondence received from company. The company requested an extension until 4/15/99. The extension has been granted!

04/15/99 Received report with explanation. GTE canceled the account on 01/15/99. A credit of \$192.45 was issued to the account on 04/15/99. This credit should appear on the account in one to two billing cycles. The employee who turned in the LOA was terminated on 11/16/98. A letter was sent to the customer. The customer's name and phone number were added to the master do not call list on 04/12/99.

04/16/99 Closed by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARI
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 04/08/1999

Name SAMUELS, SYLVIA

Company GTE COMMUNICATIONS CORPORATION

Docket No. 99036
Exhibit CAB-1
Page 267 of 373
Request No. 2503421

Address 711 N. PINE ISLAND ROAD #321

Attn. TOMMY CURB

By NEP Time 9:45 AM Date 03/25/99

Consumer's Telephone # (954)-476-7547

To CO. Time FAX Date 03/25/99

City/Zip Plantation 33324 County BRO

Can Be Reached (954)-984-9272

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name SYLVIA SAMUELS

Informal Conf. _____

Infraction LS-13C

Closed by NEP Date 04/20/1999

Reply Received L

See attached complaint concerning alleged unauthorized carrier change.

Please send response to Nancy Pruitt, Division of Telecommunications
Due date: April 9

Pruitt Phone: 850-413-6127
Pruitt Fax: 850-413-6128

- 4/15 report with explanation and credit.
- 4/20 spoke with Ms. Samuels to close complaint.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY PRUITT

DUE: 04/09/1999

Name WILSON, FRANCES

Company GTE COMMUNICATIONS CORPORATION

Request No. 250561I

Address 12145 NE MIAMI COURT

Attn. Jane Lee250561I

By NJS Time 11:07 AM Date 03/26/

Consumer's Telephone # (305)-681-8886

To CO Time FAX Date 03/26/

city/zip North Miami 33161 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name FRANCES WILSON

Informal Conf. _____

Infraction LS-13A

Closed by NJS Date 05/25/199

Reply Received T

Customer says the following:

Customer was changed from AT&T to GTELD without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Ms. Santiago,

Following is the response for Request No. 250561 - Ms. Frances Wilson.

The original hard copy is being sent to you vis U.S. Mail

April 12, 1999

In researching Ms. Wilson's complaint, our records indicate GTELD began providing interLATA long distance service to telephone number above on July 24, 1998. GTELD began providing service after receiving a Long Distance Provider Change Form (LOA) from GTELD sales agent, Snyder

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 04/12/1999

PAGE: 2

Communications. Snyder's sales representative, #11374, generated the LOA, and purportedly, verified the order before submitting the LOA to GTELD for processing. The name of Frances Wilson, dated June 25, 1998, is shown on the LOA for the number above. On August 5, 1998, GTELD received an electronic deactivation request from Ms. Wilson's local exchange company (LEC), and canceled the account.

A GTELD representative contacted Ms. Wilson, who indicated she did not authorize the change in her long distance service provider. GTELD issued credits totaling \$6.68, representing 100% reimbursement for the GTELD charges. GTELD is prepared to reimburse Ms. Wilson for any other carrier charges she may incur as a result of this transaction.

05/25/99: A credit in the amount of \$6.68 was issued to the customer's account. The customer did not authorize the change in her long distance. The credit should appear within one to three billing cycles. This case is closed as an infraction.

05/28/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

Name CARBALLO, ERBIO

Company GTE COMMUNICATIONS CORPORATION

Request No. 250672I

Exhibit CAB-1
Page 270 of 373

Address 2434 S.W. 20 STREET

Attn. Jane Lee250672I

By CAB Time 6:48 AM Date 03/29/

City/Zip MIAMI 33145 County DADE

Consumer's Telephone # (305)-854-5362

To CO Time FAX Date 03/29/

Can Be Reached (305)-854-5362

Type S Form FAX

Account Number _____

Note _____

Category _____

Caller's Name ERBIO CARBALLO

Informal Conf. _____

Infraction LS-13B

Closed by CAB Date 04/30/19

Reply Received L

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.
cbroome@psc.state.fl.us
850-410-6002
Current fax number 850-413-6362

4/15/99 The customer had a Mr. Arias call on his behalf, and he wanted to speak to you about this customer's case.SRG

04/30/99 Response recieved. It appears that the company has reviewed the LOA with the customer and the authorization does not seem to be correct. The company has issued 100% credit in the amount of \$28.18. Case to be closed by Slamming letter to the customer. c. broome

05/11/99 Customer sent in a bill copy and states that he continues to be billed.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARI
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 04/13/1999

Name CARBALLO, ERBIO

Company GTE COMMUNICATIONS CORPORATION

Request No. 250672I

Docket No. 99036
Exhibit CAB-1
Page 271 of 373

PAGE: 2

ADDITIONAL NOTE TO THE COMPANY PLEASE CONFIRM THAT THIS ISSUE WILL BE RESOLVED.
CUSTOMER APPEARS TO HAVE BEEN BILLED AGAIN ON HIS APRIL BILLING. PLEASE SEND A
SUPPLEMENTAL REPORT BY 05/18/99 C. BROOME

Name LONG, MARY

Company GTE COMMUNICATIONS CORPORATION

Docket No. 99036
Exhibit CAB-1
Page 272 of 373

Request No. 251417I

Address 1406 COLUSO DRIVE

Attn. Jane Lee251417I

By CAB Time 3:24 PM Date 03/31/

Consumer's Telephone # (941)-695-2481

To CO Time FAX Date 03/31/

City/Zip Winter Garden 34787 County ORN

Can Be Reached (407)-656-4793

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name MARY LONG

Informal Conf. _____

Infraction LS-13B

Closed by CAB Date 04/30/199

Reply Received L

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 04/15/1999

· ****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.
cbroome@psc.state.fl.us
850-410-6002
Current fax number 850-413-6362

03/31/99 I confirmed this issue with Sprint local for this customer and spoke with Jan Gamage. cab

04/22/99 Response received. It appears that the company contacted the customer who informed them that she did not know who Maritza Mateu was and that they did not authorize a change in service. The company has issued credits of \$100.21 representing 100% reimbursement. c. broome

04/30/99 After careful review of the information provided, it appears that this

Name LONG, MARY

Company GTE COMMUNICATIONS CORPORATION

Request No. 251417I

Docket No. 9903
Exhibit CAB-1
Page 273 of 373

PAGE: 2

was an unauthorized change in service. A slamming letter will be sent to the customer. c. broome

Name SINHAN, NIRANJAN

Company GTE COMMUNICATIONS CORPORATION

Docket No. 99036
Exhibit CAB-1
Page 274 of 373

Address 6820 LOCHNESS DRIVE

Attn. Jane Lee251704I

Request No. 251704I
By NJS Time 8:58 AM Date 04/02/99

Consumer's Telephone # (305)-558-0784

To CO Time FAX Date 04/02/99

City/zip Hialeah 33014 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name NIRANJAN SINHAN

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 05/24/1999

Reply Received T

Customer says the following:

Customer was changed to GTELD without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Customer is disputing the total amount of \$4.36 for six or seven months.

Ms. Santiago:

Following is the GTELD response to FL PSC Request No. 251704I concerning Niranjan Sinhan.

The original, signed copy and the LOA are being sent to you via U.S. Mail.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 04/19/1999

PAGE: 2

April 19, 1999

GTE Long Distance (GTELD) has reviewed Mr. Sinhan's complaint. GTELD takes pride in providing its customers with the finest services in the industry and would never knowingly allow a customer's service to be switched without their consent.

In researching Mr. Sinhan's complaint, our records indicate GTELD began providing interLATA long distance service to telephone number above on April 28, 1998. GTELD began providing service after receiving a Long Distance Provider Change Form (LOA) from GTELD sales agent, Snyder Communications. Snyder's sales representative, #05851, generated the LOA, and purportedly, verified the order before submitting the LOA to GTELD for processing. The name of NN Sinha Sinta, dated March 26, 1998, is shown on the LOA for the number above. On June 24, 1998, GTELD received an electronic deactivation request from Mr. Sinhan's local exchange company (LEC), and canceled the account.

A GTELD representative contacted Mr. Sinhan, who indicated he did not authorize the change in his long distance service provider and did not know NN Sinha Sinta. GTELD issued credits totaling \$93.28, representing 100% reimbursement for the GTELD charges. GTELD is prepared to reimburse Mr. Sinhan for any other carrier charges he may incur as a result of this transaction.

05/24/99: According to the company's report a credit in the amount of \$93.28 was issued to the customer's account. The customer indicated that he did not

PAGE: 3

authorize the change in his long distance. The credit should appear within one to three billing cycles.

05/29/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

Name FREEMAN, MICHAEL Company GTE COMMUNICATIONS CORPORATION
Address 16083 SW 86TH TERRACE Attn. Jane Lee252386I
City/Zip Miami 33193 County DADE Consumer's Telephone # (305)-385-8302
Account Number _____ Can Be Reached _____
Caller's Name MICHAEL FREEMAN Note _____ Informal Conf. _____

Request No. 252386I Docket NO. 9903t Exhibit CAB-1 Page 277 of 373
By TVG Time 11:15 AM Date 04/07/1
To CO Time FAX Date 04/07/1
Type S Form Phone
Category _____
Infraction LS-13A
Closed by TVG Date 04/28/199
Reply Received L

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior level analyst, assigned to this case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier. The customer stated that the company did issue an adjustment on his September 1998 bill. Send the customer a copy of the LOA or tape. He is requesting this information because he does not remember signing up with your company.

Inquiry taken by T. Gordon.

04/22/1999 The analyst received a call from Susan Robinson requesting an extension until April 29, 1999. Extension granted. TVG

04/26/1999 Received report. The company has issued a credit totaling \$269.64 representing 100% reimbursement. The company states that they are prepared to reimburse Mr. Freeman for any other carrier charges he may incur as a result of this transaction. TVG

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

TARRAH GORDON

DUE: 04/22/1999

04/28/1999 Case closed with letter. Please see the above note. TVG

SLAMMING

GTE LONG DISTANCE

\$269.64

Name ZIELEWICZ, JAN

Company GTE COMMUNICATIONS CORPORATION

Docket No. 9903
Exhibit CAB-1
Page 279 of 373
Request No. 252765I

Address 2500 N.E. 135TH STREET

Attn. Jane Lee252765I

By EAA Time 9:22 AM Date 04/09

APT. # 306

Consumer's Telephone # (305)-956-9589

To CO Time FAX Date 04/09

City/zip North Miami 33181 County DADE

Can Be Reached _____

Type S Form Phone

Account Number 61Y305413856144

Note _____

Category _____

Caller's Name JAN ZIELEWICZ

Informal Conf. _____

Infraction LS-13B

Closed by EAA Date 04/27/19

Reply Received T

**** TERMINATE ALL COLLECTION ACTIVITIES UNTIL INVESTIGATION IS COMPLETE ****

Customer states that he was switched from AT&T to GTELD without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below. Customer states he has received a bill for \$317.00. This outstanding bill has been forwarded to a collection agency.

Note Customer contact is Mr. Jan Zielewicz

****NOTE**** Please submit your response to Ms. Elsie Akanbi, Division of Consumer Affairs. Telephone number 850-410-8006 and FAX telephone number 800-511-0809, or you may e-mail your response to eakanbi@psc.state.fl.us

4/26/99 COMPANY RESPONSE RECEIVED:

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVAR
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

ELSIE A. AKANBI

DUE: 04/26/1999

GTE Long Distance (GTELD) has reviewed Mr. Zielewicz's complaint. GTELD takes pride in providing its customers with the finest services in the industry and would never knowingly allow a customer's service to be switched without their consent.

In researching Mr. Zielewicz's complaint, our records indicate GTELD began providing interLATA long distance service to telephone number above on August 24, 1998. GTELD began providing service after receiving a Long Distance Provider Change Form (LOA) from GTELD sales agent, Snyder Communications. Snyder's sales representative, #18969, generated the LOA, and purportedly, verified the order before submitting the LOA to GTELD for processing. The name of Jan Tielewilz, dated August 5, 1998, is shown on the LOA for the number above. On December 10, 1998, GTELD received an electronic deactivation request from Mr. Zielewicz's local exchange company (LEC), and canceled the account.

A GTELD representative contacted Mr. Zielewicz, who indicated he did not authorize the change in his long distance service provider. GTELD issued credits totaling \$317.87, representing 100% reimbursement for the GTELD charges. GTELD is prepared to reimburse Mr. Zielewicz for any other carrier charges he may incur as a result of this transaction.

GTELD has very high ethical standards and guidelines and does not condone any unauthorized changes in a customer's service by its own employees, its contracted vendors, or their employees. If GTELD finds the LOA was generated by one of our sales agent's employees, without the customer's consent, GTELD demands the sales agent take appropriate disciplinary

PAGE: 3

action against the employee, up to and including termination.

When Mr. Zielewicz's complaint was brought to the attention of GTELD, a copy of the LOA was sent to the sales agent for review with the sales representative who generated the LOA and service activation request. The sales agent has informed GTELD the employee who generated the service activation request was terminated from employment on November 16, 1998.

GTELD apologizes for any inconvenience Mr. Zielewicz may have experienced due to the actions of its sales agent. GTELD prides itself on being a World-Class service provider and is taking steps to try to ensure its sales agents comply with GTELD high standards and the sales agents are held accountable for the actions of their employees should those standards not be met.

GTELD added Mr. Zielewicz's name and telephone number to the GTE Master Do Not Solicit list, effective April 19, 1999. Please call me at 972/718-8948 if there is anything else I can do to assist you or Mr. Zielewicz.

Sincerely,

Jane F. Lee

Manager-Regulatory Accounting and Compliance

JFL:sar:cmg

Attachment

c: J. Zielewicz (w/o attachment)

Future GTECC and GTELD complaints should be directed to one of the following:

Email:

Complaints@list.tel.gte.com

Fax: 972/718-3908

Mail:

Attn: Jane Lee

GTE Service Corporation

600 Hidden Ridge, HQE01G33

Irving, TX 75038

4/27/99 Case closed by SLAM letter. Closed as violation of F.A.C. 25-4.118
(2)(b). Customer states he did not authorize this switch. eakanbi.
CREDIT \$317.87.

Name GANDARA, MIRTA

Company GTE COMMUNICATIONS CORPORATION

Docket No. 990362-T
Exhibit CAB-1
Page 283 of 373
Request No. 253304I

Address 3625 NW 4TH TERRACE

Attn. Jane Lee253304I

By NCS Time 12:01 PM Date 04/13/1999

Consumer's Telephone # (305)-541-1711

To CO Time FAX Date 04/15/1999

City/Zip Miami 33125 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name RAUL GANDARA

Informal Conf. _____

Infraction LS-13C

Closed by NCS Date 05/03/1999

Reply Received T

Inquiry taken by N.Cortijo-Simmonds/he

Customer states that he was switched from AT&T to GTE without authorization or request. He has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier. The customer has received bills for 3 months and has not used the services, he has contacted GTE regarding this but to no avail.

05/03/99 Received report stating that the customer states that there is no Teresa Gandara in the residence. Closing as an infraction. A \$31.11 credit has been issued. Sending to ewe to draft letter.

CONSUMER REQUEST

FLORIDA PUBLIC
SERVICE
COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 04/30/1999

Name BLANCO, JUAN

Company GTE COMMUNICATIONS CORPORATION

Docket No. 99036
Request No. 253448I Exhibit CAB-1
Page 284 of 373

Address 1070 WEST 53TH STREET

Attn. Jane Lee253448I

By JDV Time 4:38 PM Date 04/13/99

Consumer's Telephone # (305)-558-6988

To CO Time FAX Date 04/13/99

city/zip Hialeah 33012 County DADE

Can Be Reached (305)-821-6919

Type S Form Phone

Account Number 3055586988

Note _____

Category _____

Caller's Name JUAN BLANCO

Informal Conf. _____

Infraction LS-13B

Closed by EAA Date 08/28/1999

Reply Received T

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by J.D.Vivas.
jvivas@psc.state.fl.us
Current fax number 850-413-6362

04/28/99. Received the report from the company.
04/29/99. Requested a LOA/TAPE from the company.

04/30/99. A letter was sent to the customer to verify the LOA.

8/25/99 DUPLICATE COMPANY RESPONSE RECEIVED:

GTELD reports that an account was established for this customer on October 15, 1998 for INTERlata service. An LOA in the name of Juan Blanco was received and

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

J. DAVID VIVAS

DUE: 04/28/1999

dated August 25, 1998. On March 19, a cancellation was sent by the customer's LEC. The account was cancelled on this date.

GTELD was unable to reach the customer and explain the circumstances. The company issued full credit of \$49.62. This credit represents reimbursement of all GTELD charges.

8/28/99 Case closed by SLAM letter. A copy of the LOA provided will be sent to the customer to verify. CREDIT \$49.62. eakanbi.

Name BLANCHARD, RICHARD

Company GTE COMMUNICATIONS CORPORATION

Request No. 253912I Docket No. 990362-7
Exhibit CAB-1
Page 286 of 373

Address 5132 OAK ISLAND RD

Attn. Jane Lee253912I

By NCS Time 3:53 PM Date 04/15/19

Consumer's Telephone # (407)-859-8810

To CO Time FAX Date 04/15/19

city/zip Orlando 32809 County ORN

Can Be Reached _____

Type S Form Phone

Account Number _____

Note NCS

Category _____

Caller's Name RICHARD BLANCHARD

Informal Conf. _____

Infraction LS-13C

Closed by NCS Date 05/03/1999

Reply Received T

Inquiry taken by N.Cortijo-Simmonds

Customer states that she was switched from AT&T to GTE without authorization or request. She has returned to her carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier.

05/03/99 Received report stating that LOA was signed by a Maria Blanchard. No one at the residence by that name. Closing as slamming. Sending to ewe to draft letter.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 04/30/1999

Name SANCHEZ, RIGOBERTO Company GTE COMMUNICATIONS CORPORATION
Address 5335 EAST 7TH AVE Attn. Jane Lee255429I
City/Zip Hialeah 33013 County DADE Consumer's Telephone # (305)-681-0633
Account Number _____ Can Be Reached _____
Caller's Name RIGOBERTO SANCHEZ Note _____ Informal Conf. _____

Docket No. 990362
Request No. 255429I Exhibit REP-1 Page 287 of 373
By NJS Time 10:51 AM Date 04/26/1
To CO Time FAX Date 04/26/1
Type S Form Phone
Category _____
Infraction LS-13B
Closed by NJS Date 05/24/1999
Reply Received T

Customer says the following:

Customer was changed to GTELD without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Customer is disputing the total amount of \$19.00
05/17/99:Report Received:

In researching Mr. Sanchez's complaint, our records indicate GTELD began providing interLATA long distance service to the telephone number listed above on September 9, 1998. GTELD began providing service after receiving a Long Distance Provider Change Form (LOA) from GTELD sales agent, Snyder Communications. Snyder's sales representative, #07049, generated the LOA, and purportedly, verified the order before submitting the LOA to GTELD for processing. The name of Aurora Palacios, dated August 3, 1998 is shown on the LOA for the number above. Maria Sanchez

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 05/11/1999

Name SANCHEZ, RIGOBERTO

Company GTE COMMUNICATIONS CORPORATION

Request No. 255429I

Docket No. 990362-T1
Exhibit CAB-1
Page 288 of 373

PAGE: 2

is listed on the LOA as the "Name on the Phone Bill." On April 19, 1999, GTELD received an electronic deactivation request from Ms. Sanchez's local exchange company and canceled the account.

A GTELD representative contacted Ms. Sanchez, who indicated she did not authorize a change in her long distance service provider. Ms. Sanchez indicated that her son Rigoberto filed the complaint on her behalf. GTELD issued credits totaling \$25.71, representing 100% reimbursement for the GTELD charges. Included in the total credits referenced above is a check refund totaling \$8.68, representing 100% reimbursement of payments received on the account. GTELD is prepared to reimburse Ms. Sanchez for any other carrier charges she may have incurred as a result of this order.

05/24/99: According to the company's report a credit in the amount of \$25.71 was issued to the customer's account. Customer indicated that she did not authorize a change in her long distance service. Also an additional \$8.68 representing the total payments received on the account.

05/29/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

Name RODRIGUEZ, RAQUEL

Company GTE COMMUNICATIONS CORPORATION

Address 935 SW 24 RD

Attn. Jane Lee257941I

Consumer's Telephone # (305)-858-3477

City/Zip Miami 33129 County DADE

Can Be Reached (305)-740-9686

Account Number _____

Note _____

Caller's Name ROBERTO RODRIGUEZ

Informal Conf. _____

By NJS Time 1:38 PM Date 05/11/1999

To CO Time FAX Date 05/11/1999

Type S Form Phone

Category _____

Infraction LS-13B

Closed by NJS Date 08/12/1999

Reply Received T

Customer says the following:

Customer was changed from AT&T to GTELD without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

5/26/99 - Request for extension granted. Report due by 5/28/99. pjohanson

06/02/99: Report Received: According to the company's report and LOA form was received requesting service for 1d service. The LOA form was signed by Tony Rodriguez. A credit in the amount of \$24.55 was issued to the customer's account. The credit should appear within one to three billing cycles. The customer stated that she did not authorized the service.

08/19/99: A closure letter will be forward to the customer by mail.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 05/26/1999

Name RODRIGUEZ, RAQUEL

Company GTE COMMUNICATIONS CORPORATION

Request No. 257941I Docket No. 990362-T
Exhibit CAB-1
Page 290 of 373

PAGE: 2

This inquiry is closed.

Name GONZALEZ, EDELIA

Company GTE COMMUNICATIONS CORPORATION

Request No. 257945I Docket No. 990362-TI
Exhibit CAB-1
Page 291 of 373

Address 3311 SW 67TH AVE.

Attn. Jane Lee257945I

By NJS Time 1:46 PM Date 05/11/1999

Consumer's Telephone # (305)-740-9686

To CO Time FAX Date 05/11/1999

City/zip Miami 33155 County DADE

Can Be Reached (305)-740-9686

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name ROBERTO RODRIGUEZ

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 10/14/1999

Reply Received T

Customer says the following:

Customer was changed from AT&T to GTELD without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

10/14/99: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT THE CUSTOMER WAS CONTACTED AND SHE STATED THAT SHE NEVER AUTHORIZED GTELD TO PROVIDE HER WITH SERVICE. A CREDIT IN THE AMOUNT OF \$30.43 WAS ISSUED TO THE CUSTOMER'S ACCOUNT REPRESENTING 100% OF THE CHARGES.

THIS CASE WILL BE CLOSED AS AN INFRACTION FOR SLAMMING.

10/14/99: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 05/26/1999

Name QUINTANILLA, ILEANA

Company GTE COMMUNICATIONS CORPORATION

Request No. 258406I

Address 1610 N RIVER DR.310

Attn. Jane Lee258406I

By NJS Time 2:59 PM Date 05/13/1999

Consumer's Telephone # (305)-545-8491

To CO Time FAX Date 05/13/1999

City/zip Miami 33125 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name ILEANA QUINTANILLA

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 08/12/1999

Reply Received T

Customer says the following:

Customer was changed to GTELD without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

06/07/99: Report received: According to the company's report this telephone number was never activated, due to a rejection notice, GTELD inadvertently activated the billing system for the above account and billed monthly recurring charges. GTE issued a credit in the amount \$54.73. The credit should appear within one to three billing cycles.

08/19/1999: A closure letter will be forward to the customer by mail.

This inquiry is closed.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 05/28/1999

Name PIERRE, CHARLES

Company GTE COMMUNICATIONS CORPORATION

Request No. 264257I

Address 1472 S.W. 26TH AVENUE #B

Attn. Jane Lee264257I

By CAB Time 10:34 AM Date 06/18/1999

Consumer's Telephone # (561)-375-9321

To CO Time FAX Date 06/18/1999

City/zip Boynton Beach 33426 County PLB

Can Be Reached (561)-375-9321

Type S Form MAIL

Account Number _____

Note _____

Category _____

Caller's Name CHARLES PIERRE

Informal Conf. _____

Infraction LS-13B

Closed by CAB Date 07/30/1999

Reply Received L

****Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

Inquiry taken by C. Broome.
cbroome@psc.state.fl.us
850-410-6002
Current fax number 850-413-6362

07/06/99 RESPONSE RECEIVED. IT WAS REPORTED THAT THE COMPANY HAD AN LOA THAT THEY RECEIVED WHICH WAS REVIEWED WITH THE CUSTOMER AS AN INVALID LOA. THE COMPANY REPORTS ISSUING A FULL CREDIT ON THE ACCOUNT. C. BROOME

07/30/99 CASE TO BE CLOSED BY SLAMMING 99 LETTER. C. BROOME

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

CAROL BROOME

DUE: 07/06/1999

Name MAYOR, NELSON

Company GTE COMMUNICATIONS CORPORATION

Request No. 264262I Exhibit CAB-1
Page 294 of 373

Address 305 NW 72ND AVE APT.301

Attn. Jane Lee264262I

By NJS Time 10:43 AM Date 06/18/199

Consumer's Telephone # (305)-264-3320

To CO Time FAX Date 06/18/199

City/zip Miami 33126 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name NELSON MAYOR

Informal Conf. _____

Infraction LS-13B

Closed by NJS Date 07/20/1999

Reply Received T

Customer says the following:

Customer was changed from AT&T to GTE Long Distance without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

The total amount in dispute is \$467.85. Please hold any collection activities for this account until this matter is resolved.

Please contact the collection agency before this information is transferred to the Credit Bureau.

07-07-1999 The customer called for an update on his case. VMcKAY

07/07/99: Customer left a message in my voice mail saying that the problem has been resolved and he was completely satisfied. N. Santiago.

The called was made at 12:06 pm.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

NOELIA SANTIAGO

DUE: 07/06/1999

07/07/99: I called the customer to confirm the information. No answer.
N.Santiago.

07/19/99: Report Received: According to the company's report a credit in the amount of \$467.85 was issued to the customer's account representing 100% of the charges. The company also stated that this switch was unauthorized. This case will be closed as an infraction.

07/23/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

Name ORTEGA, NICOLAS

Company GTE COMMUNICATIONS CORPORATION

Request No. 264357I

Address 6928 W 29TH WAY

Attn. Jane Lee264357I

By NCS Time 3:04 PM Date 06/18/1999

Consumer's Telephone # (305)-823-8587

To CO Time FAX Date 06/24/1999

city/zip Hialeah 33016 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Caller's Name NICOLAS ORTEGA

Informal Conf. _____

Infraction LS-13C

Closed by NCS Date 07/16/1999

Reply Received T

Inquiry taken by N.Cortijo-Simmonds/he

Customer states that he was switched from AT&T to GTE without authorization or request. He has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier. Customer states that he has a \$320.83 bill, he does not know what the charges are for but this matter should be addressed along with the slamming issued.

6-22 The company contacted the PSC via e-mail stating they did not receive this case. Case was refaxed on June 25. RMchHargue

07/16/99 Received report from company, the customer on the LOA was not the customer of record. Credit of \$320.83 was issued. Closing case. No apparent violation. Sent to ewe to draft letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

NANCY CORTIJO-SIMMONDS

DUE: 07/15/1999

Request No. 283521T

Name ALBOUY ,GISILLA MS.

Business Name

Consumer Information

Name: GISILLA ALBOUY

Business Name:

Svc Address: 1182 BROOKE DR E

County: Pinellas

Phone: (727)-736-8107

City/Zip: Dunedin / 34698-

Account Number:

Caller's Name: GISILLA ALBOUY

Mailing Address: 1182 BROOKE DR E

City/Zip: DUNEDIN ,FL 34698-

Can Be Reached: (727)-733-2447 225

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

Utility Information

Company Code: TI355

Company: GTE COMMUNICATIONS CORPORATION

Attn. Jane Lee283521T

Response Needed From Company? Y

Date Due: 10/27/1999

Fax: 6W1,972-718-3908

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ANGELA HASHISHO

Entered By: AHASHISH

Date: 10/12/1999

Time: 10:02

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: TVG

Date: 11/29/1999

Closeout Type: GI-07

Apparent Rule Violation: N

Customer states that she was switched from AT&T to GTE without her authorization. Please provide proof of authorization for switch. TAPE /SIGNED LOA. A Hashisho

11/2/1999 Please send a certified letter to:

GTE Communications
5665 N. MacArthur Boulevard
Irving, TX 75038
Attn: Paul Fuglie

Please respond on or before November 18, 1999. Thanks. TGORDON

11/29/1999 Received report from Jane Lee. She indicated that GTE Long Distance provided service to

Request No. 283521T

Name ALBOUY ,GISILLA MS.

Business Name

727-736-8107 after receiving an activation request from the Local Exchange Carrier, GTE Florida. GTELD does not have access to LEC customer carrier records, and therefore cannot provide information to resolve the customer's complaint.

I contacted GTE and this case corresponds with case number 284313T. The issues are the same and a credit has been issued to the customer totaling \$33.00. TGORDON

Request No. 283571T

Name SUAREZ ,ALDO MR.

Business Name

<p align="center">Consumer Information</p> <p>Name: ALDO SUAREZ</p> <p>Business Name:</p> <p>Svc Address: 33 MYRANDA VLG</p> <p>County: Phone: (941)-643-5391</p> <p>City/Zip: NAPLES / -</p> <p>Account Number:</p> <p>Caller's Name: ALDO SUAREZ</p> <p>Mailing Address: 33 MYRANDA VLG</p> <p>City/Zip: NAPLES ,FL -</p> <p>Can Be Reached: (941)-643-5391</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: CAROL BROOME</p> <p>Entered By: CBROOME</p> <p>Date: 10/12/1999</p> <p>Time: 11:10</p> <p>Via: MAIL (PHONE/MAIL/FAX/E-MAIL)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: CAB</p> <p>Date: 11/10/1999</p> <p>Closeout Type: LS-13</p> <p>Apparent Rule Violation: Y</p>
	<p align="center">Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Jane Lee283571T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 10/27/1999</p> <p>Fax: 6W1,972-718-3908</p>	
	<p>Interim Report Received: / /</p> <p>Reply Received: / /</p> <p>Reply Received Timely/Late: L</p> <p>Informal Conf.: N</p>	

****Possible Unauthorized change of long distance carrier****

Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide me with a detailed written report to include the following information:

* LOA - THE FORM

VLOA - THE TAPE (not a written Transcript)

Pertaining to the change of service

****Applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.**

*****Confirm the order number for the change of service, and the date this was processed.**

Request No. 283571T

Name SUAREZ ,ALDO MR.

Business Name

****Please note that the information on this form is only a summary of the Customer's concerns. Additional information, important to this matter, may be contained in the correspondence.

Inquiry taken by C. Broome
cbroome@psc.state.fl.us
CONTACT NUMBERS

850-410-8025 - OFFICE
850-410-8026 - PERSONAL FAX

10/27/99 - Company's request for extension granted. Response due by Friday, November 5, 1999.pjohnson

RESPONSE RECEIVED. IT WAS REPORTED THAT INTERLATA LONG DISTANCE BEGAN ON 10/07/98 AFTER RECEIVING A SERVICE ACTIVATION ORDER FORM. THE COMPANY REPORT STATES A TAPE IS INCLUDED. I HAVE NOT RECEIVED THIS TAPE.

THE TAPE WAS PLAYED FOR THE CUSTOMER BY THE COMPANY. THE COMPANY REPORTS THAT THE CUSTOMER STATED THE VOICE WAS NOT HIS. THEREFORE, GTE ISSUED A FULL CREDIT TALLING \$89.77. THE COMPANY IS PREPARED TO REIMBURSE THE CUSTOMER FOR ANY CARRIER CHARGES HE MAY INCUR.

THE SALES AGENT WAS TERMINATED.

CASE TO BE CLOSED BY SLAMMING LETTER TO THE CUSTOMER. C. BROOME

Request No. 283571T

Name SUAREZ ,ALDO MR.

Business Name

Request No. 284776T

Name LUNDQUIST ,ROBERT MR.

Business Name

<p>Consumer Information</p> <p>Name: ROBERT LUNDQUIST</p> <p>Business Name:</p> <p>Svc Address: 5830 FUSSELL RD.</p> <p>County: Polk Phone: (941)-984-9716</p> <p>City/Zip: Polk City / 33868-</p> <p>Account Number:</p> <p>Caller's Name: TINA M LUNDQUIST</p> <p>Mailing Address: 5830 FUSSELL RD.</p> <p>City/Zip: POLK CITY ,FL 33868-</p> <p>Can Be Reached:</p>	<p>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: NOELIA SANTIAGO</p> <p>Entered By: NSANTIAG</p> <p>Date: 10/19/1999</p> <p>Time: 09:23</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: TVG</p> <p>Date: 12/16/1999</p> <p>Closeout Type: GI-07</p> <p>Apparent Rule Violation: N</p>
<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Jane Lee284776T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 11/03/1999</p> <p>Fax: 6W1,972-718-3908</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 11/19/1999</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

CUSTOMER STATES THE FOLLOWING:

ACCORDING TO THE CUSTOMER SHE HAS BEEN RECEIVING BILLS FROM THE COMPANY AND SHE CANCELLED THE SERVICES THREE MONTHS AGO.

PLEASE PROVIDE THE PSC WITH A FULL REPORT AND A SOLUTION TO THIS MATTER. THIS COMPLAINT IS REGARDING LOCAL AND LONG DISTANCE SERVICE.

11/19/99 Reply received (mail). CAgee

12/16/99 The report indicated that the customer's account was cancelled effective Nov. 3, 1999. GTECC has issued credits totaling \$191.34 representing 100% reimbursement for the GTECC charges billed after the invoice dated July 13, 99. GTECC's review of the account also determined that although GTECC was billing Ms. Lundquist for internet service, due to a system error, service was not transferred from GTE Florida to

Request No. 284776T

Name LUNDQUIST ,ROBERT MR.

Business Name

GTECC and Ms. Lundquist, and therefore GTECC is issuing a refund check to the Lundquists totaling \$189.45 for overpayment to GTECC for the internet service. TGORDON

Request No. 284776T

Name LUNDQUIST ,ROBERT MR.

Business Name

Request No. 285776T

Name CONBOY ,ANTHONY MR.

Business Name

<p>Consumer Information</p> <p>Name: ANTHONY CONBOY</p> <p>Business Name:</p> <p>Svc Address: 5407 5TH AVENUE DRIVE NW</p> <p>County: Manatee Phone: (941)-746-0289</p> <p>City/Zip: Bradenton / 34209-</p> <p>Account Number:</p> <p>Caller's Name: ANTHONY CONBOY</p> <p>Mailing Address: 5407 5TH AVENUE DRIVE NW</p> <p>City/Zip: BRADENTON ,FL 34209-</p> <p>Can Be Reached:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: NANCY</p> <p>Entered By: NCORTIJO</p> <p>Date: 10/25/1999</p> <p>Time: 08:51</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: NC</p> <p>Date: 11/29/1999</p> <p>Closeout Type: GI-07</p> <p>Apparent Rule Violation: N</p>
	<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Jane Lee285776T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 11/09/1999</p> <p>Fax: 6W1,972-718-3908</p>	
	<p>Interim Report Received: / /</p> <p>Reply Received: / /</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

Inquiry taken by N.Cortijo-Simmonds/he

Customer states that he was switched from GTE-FL (local) and MCI (l.d.) to GTE Com. for both local and l.d. without authorization or request. He has returned to his carrier of choice. The customer states that he had requested a switch to occur on a certain day 09/01/99. When he reviewed the term that he was informed of, the next day of his verification he called back and cancelled the his request (he states the verification occurred on 08/26/99). On 08/27/99 the company had informed him that he had already been switched. He has called the company 9 times to bring resolution to this matter. Customer states that no one has called him back. He spoke to 9/28/99 Kriss at 10:50 a.m. this representative informed him that his balance would be zeroed out, he was put on hold to get a win back form, representative informed customer that he would no long receive any bills. He did receive an 10/99 bill. He also spoke to Vernon Mack, on 09/17/99 at 5:10p.m. this representative was requesting the case to be sent to a special handling dept and told the customer that he would be contacted in 7-10 days, no one has called him back. The customer called

Request No. 285776T

Name CONBOY ,ANTHONY MR.

Business Name

on several other occasions and everytime he called the customer states every representative is clueless to what has occurred, he states he gets upset because he has to explain the situation every time he calls in.

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

Note to PSC Staff: Prior to closing the case, please see me, so that I clarify any issues of this case.
Thank You. Nancy Cortijo-Simmonds

11/29/99 Received a report stating that the customer had verified through 3rd party verification. A credit of \$84.16 will be issued as courtesy to customer for failing to "provide excellent customer service." Closing case as non-slammng. Company has also stated that they are prepared to reimburse Mr. Conboy for any other carrier charges he may have incurred as a result of this transaction. NCS

Request No. 285776T

Name CONBOY ,ANTHONY MR.

Business Name

Request No. 287510T

Name LALIBERTE ,SUSAN MR.

Business Name

<p>Consumer Information</p> <p>Name: SUSAN LALIBERTE</p> <p>Business Name:</p> <p>Svc Address: 4731 32 ND AVE N</p> <p>County: Pinellas Phone: (727)-526-3361</p> <p>City/Zip: Saint Petersburg / 33713-</p> <p>Account Number:</p> <p>Caller's Name: SUSAN LALIBERTE</p> <p>Mailing Address: 4731 32 ND AVE N</p> <p>City/Zip: SAINT PETERSBURG ,FL 33713-</p> <p>Can Be Reached: (727)-573-4880</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: ANGELA HASHISHO</p> <p>Entered By: AHASHISH</p> <p>Date: 11/02/1999</p> <p>Time: 10:21</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: TVG</p> <p>Date: 12/28/1999</p> <p>Closeout Type: GI-07</p> <p>Apparent Rule Violation: N</p>
<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Jane Lee287510T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/06/1999</p> <p>Fax: 6W1,972-718-3908</p> <p>Interim Report Received: / /</p> <p>Reply Received: 11/17/1999</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Customer states that her long distance and intralata were switched without her authorization over a year ago. Customer states that she switched back when she noticed the switch. Customer states that Sprint was her carrier of choice. Customer states that she is being billed for service after she switched back. Please provide report by the due date. A Hashisho

11/17/99 - Company request for extension granted. Response due by Wednesday, November 24, 1999.pjohnson

11/29/99 - Due to limited staffing during the holidays, the company has requested a second extension. Request for extension granted, report due by Friday, December 3, 1999.pjohnson

12/03/99 Reply received (fax). CAgee

12/28/99 Hard copy of report received. S. Gonzalez

Request No. 287510T

Name LALIBERTE ,SUSAN MR.

Business Name

12/28/99 The report indicated that GTECC has issued credits totaling \$45.97 for monthly recurring charges billed after the date of migration. The customer's account balance is \$116.13, representing charge for service provided by GTECC before the date of migration. The customer has been making payments to GTECC in the amount of \$1.00 since January 4, 99. However, because the customer has not paid the balance above in full, her account is not subject to collection.

A rep. attempted to contact the customer, but the phone rang with no answer. Should the customer wish to speak with a GTECC rep regarding her complaint, Ms. Anita Shepard can be reached at her toll-free telephone number, 888-483-4999, ext. 0661. In addition, the report indicated that GTECC began providing local and interLATA and intraLATA LD service on April 6, 1998. GTECC began providing service after receiving an inbound call from the customer on 2/18/98. Due to the age of the original order, GTECC's vendor has advised no tapes are available. Automatic closure letter. Case closed. TGORDON

Request No. 287510T

Name LALIBERTE ,SUSAN MR.

Business Name

Request No. 289410T

Name

Business Name WAYNE FRIER HOMES

<p>Consumer Information</p> <p>Name:</p> <p>Business Name: WAYNE FRIER HOMES</p> <p>Svc Address: 1949 W. MEMORIAL BLVD.</p> <p>County: Polk Phone: (863)-683-7000</p> <p>City/Zip: Lakeland / 33815-1</p> <p>Account Number:</p> <p>Caller's Name: DEBORAH Y HEALTH-WHITESIDE</p> <p>Mailing Address: 1949 W. MEMORIAL BLVD.</p> <p>City/Zip: Lakeland ,FL 33815-1109</p> <p>Can Be Reached:</p>	<p>Florida Public Service Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: SAMUEL GONZALEZ</p> <p>Entered By: SGONZALE</p> <p>Date: 11/10/1999</p> <p>Time: 16:22</p> <p>Via: MAIL</p> <p>(Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p>
	<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Jane Lee289410T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/01/1999</p> <p>Fax: 6W1,972-718-3908</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 12/09/1999</p> <p>Reply Received Timely/Late: L</p> <p>Informal Conf.: N</p>	<p>Closed by: RR</p> <p>Date: 02/23/2000</p> <p>Closeout Type: GI-07</p> <p>Apparent Rule Violation: N</p>

Please investigate the following correspondence concerning a possible Slamming issue. Please provide proof of authorization, including an LOA/TAPE. S. Gonzalez

12/9/99 The company contacted PSC and stated that it just received this case and requested an extension until 12/27/99. S. Gonzalez

1/6/00 Reply received (fax). CAgee

02/23/00: Company's response indicates that GTELD provided interLATA and intraLATA long distance service from Oct 14, 1999, until November 21, 1999, when GTELD received electronic activation and deactivation requests from the local exchange company (GTE Florida). The response indicates that the company has found no evidence to support customer's claim that their long distance service provider was changed to GTELD by GTELD without authorization, and therefore, no credits have been issued. This case closed and a new case

Request No. 289410T

Name

Business Name WAYNE FRIER HOMES

filed with customer's LEC, GTE-Florida (307109T). RRoland

Request No. 289410T

Name ,

Business Name WAYNE FRIER HOMES

Request No. 292166T

Name BLACK, KEITH MR.

Business Name

<p>Consumer Information</p> <p>Name: KEITH BLACK</p> <p>Business Name:</p> <p>Svc Address: 165 117TH AVE APT #3</p> <p>County: Pinellas Phone: (727)-367-3783</p> <p>City/Zip: Saint Petersburg / 33706-</p> <p>Account Number:</p> <p>Caller's Name: KEITH BLACK</p> <p>Mailing Address: 165 117TH AVE APT #3</p> <p>City/Zip: SAINT PETERSBURG, FL 33706-</p> <p>Can Be Reached: (727)-367-3783</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: ANGELA HASHISHO</p> <p>Entered By: AHASHISH</p> <p>Date: 11/24/1999</p> <p>Time: 09:00</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: VSM</p> <p>Date: 01/20/2000</p> <p>Closeout Type: GI-99</p> <p>Apparent Rule Violation: N</p>
<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Jane Lee292166T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/09/1999</p> <p>Fax: 6W1,972-718-3908</p> <p>Interim Report Received: / /</p> <p>Reply Received: 12/10/1999</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Customer states that he switched from GTE Com. to NOS Com. on November 5. Customer states that he used the 700 to verify the switch and found that he was still with GTE Comm. Customer states that he again notified the company November 22 that he should have been switched to NOS Comm. Customer states that he was promised to be transferred to NOS by the company. Customer states that he still is not with his company of choice even after several notifications to the company. Customer states that he has made several long distance calls and is afraid that he will be charged a high rate. Customer states that he contacted NOS and they verified that he has been a customer since Nov. 7. Please respond with report. A Hashisho

12/10/99 Reply received (fax). CAgee

12-16-1999 The company is reporting there is no record that GTECC has ever provided services to this customer. They have referred the complaint to Debby Kampert at the LEC. Called Ms. Kampert @ 9:30 am. Waiting for her to return call. Copy of the original can be located in my file. VMcKay.

Request No. 292166T

Name BLACK, KEITH MR.

Business Name

1/12/00 Reply received (email). Forwarded to VMcKay. CAgee

1/13/2000 - Supplemental report received (e-mail).pjohanson / Forwarded to VMcKay. CAgee

01-20-2000 The company is reporting on November 5, 1999 the customer's Inter and Intralata service was changed from LCI to NOS. They are also reporting GTE LD never sent a service activation request. The customer was billed for LD charges when Worldcom, the underlying LD carrier inadvertently submitted billing records for the customer BTN. The customer was given a credit for \$48.49. The credit should appear on the customer bill within one to three billing cycles. Closed by letter. VMcKay.

Request No. 292503T

Name O'KEEFE ,JOHN MR.

Business Name

<i>Consumer Information</i>	<i>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</i>	<i>PSC Information</i>
Name: JOHN O'KEEFE Business Name: Svc Address: 507 EL PRADO County: Sarasota Phone: (941) -423-9165 City/Zip: North Port / 34287- Account Number: Caller's Name: JOHN O'KEEFE Mailing Address: 507 EL PRADO	<i>Utility Information</i> Company Code: TI355 Company: GTE COMMUNICATIONS CORPORATION Attn. Jane Lee292503T Response Needed From Company? Y Date Due: 12/14/1999 Fax: 6W1,972-718-3908	Assigned To: STANLEY Entered By: SSULLIVA Date: 11/29/1999 Time: 09:57 Via: PHONE (Phone/Mail/Fax/E-Mail) Prelim Type: SLAMMING PO:
City/Zip: NORTH PORT ,FL 34287- Can Be Reached:	Interim Report Received: / / Reply Received: 01/06/2000 Reply Received Timely/Late: T Informal Conf.: N	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: VSM Date: 01/11/2000 Closeout Type: GI-07 Apparent Rule Violation: N

Customer states that he was switched from MCI World Com to GTE Communication Corp without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Disputed charges: \$ 274.00
Billing date: 11/5/99

Complaint taken by:

Stanley Sullivan
Florida Public Service Commission

Request No. 292503T

Name O'KEEFE ,JOHN MR.

Business Name

ssullivan@psc.state.fl.us
fax: 1-850-410-8032.

1/6/00 Reply received (mail). CAgee

01-10-2000 Need to contact GTE local and inquire as to who is charging the customer for the calls made to 856-857-0389, as well as why were the calls not carried by his LD carrier (MCI). It appears the complaint should have been filed against GTE Local. VMcKay

01-11-2000 Spoke with GTE local and they are stating that the calls in dispute are billed by MCI. Debbie also informed me the customer received credits from MCI for \$196.00 (voucher). Spoke to the customer and informed him of this. Also told him to contact me in there are any more questions. Closed by phone. VMcKay

Request No. 292503T Name O'KEEFE ,JOHN MR. Business Name _____

Request No. 292515T

Name MADAK ,ANDREW MR.

Business Name

<p align="center">Consumer Information</p> <p>Name: ANDREW MADAK</p> <p>Business Name:</p> <p>Svc Address: 11038 SANTRAP DRIVE</p> <p>County: Pasco Phone: (727)-862-6392</p> <p>City/Zip: Port Richey / 34668-</p> <p>Account Number:</p> <p>Caller's Name: ANDREW MADAK</p> <p>Mailing Address: 11038 SANTRAP DRIVE</p> <p>City/Zip: PORT RICHEY ,FL 34668-</p> <p>Can Be Reached:</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: NOELIA SANTIAGO</p> <p>Entered By: NSANTIAG</p> <p>Date: 11/29/1999</p> <p>Time: 10:09</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: TVG</p> <p>Date: 02/09/2000</p> <p>Closeout Type: GI-07</p> <p>Apparent Rule Violation: N</p>
	<p align="center">Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Jane Lee292515T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/14/1999</p> <p>Fax: 6W1,972-718-3908</p>	
	<p>Interim Report Received: / /</p> <p>Reply Received: 12/14/1999</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

Customer was changed from AT&T to GTECC without authorization. Customer has returned to carrier of choice. Please investigate this issue, contact the customer and provide the senior analyst, assigned to the case, with a detailed written report to include the following information: LOA/tape pertaining to the change of service, applicable credits for switching fees and service charges, and an adjustment of rates on any calls placed, to that of the customer's preferred carrier.

THE TOTAL AMOUNT IN DISPUTE IS \$51.26. CUSTOMER CONTACTED THE COMPANY AND THE MATTER STILL HAS NOT BEEN RESOLVED. CUSTOMER IS REQUESTING THE CANCELLATION OF THIS ACCOUNT.

12/14/99 Reply received (fax). CAgee

1/6/00 Hard copy of fax received (mail). CAgee

Request No. 292515T

Name MADAK ,ANDREW MR.

Business Name

02/09/2000 The report indicated that the company has not been able to contact the customer to discuss his complaint. Should the customer call and wish to speak with a GTECC representative regarding his complaint, Ms. Blythe Baggs can be reached at her toll free number at 888-483-4999 extension 8945. As a courtesy, the company has issued credits totaling \$240.91 for the charges in dispute. The balance on the account is now zero.

Records indicated that GTECC began providing local an interLATA and intraLATA long distance service to the telephone number on August 5, 1998, after GTECC received an inbound call from Mr. Madak in which he requested GTECC service. It is reported that the customer gave his social security number as verification of his order. During this period of time, Third Party Verification tapes and sale tapes were only on file for a period of one year, and therefore, GTECC'S vendor has advised the tapes are no longer available.

It is reported that the customer's service began on August 5, 1998 and he did not file this case until November 29, 1999. it is unlikely that the customer received a bill from a company for 15 months and not realize that the carrier had changed even though the company could not provide and LOA/Tape. This case will be closed as a non-infraction and the customer will be sent a non-slam letter with credit for \$240.91.
TGORDON

Request No. 292515T

Name MADAK ,ANDREW MR.

Business Name

Request No. 292989T

Name

Business Name SMITH CHEMICALS

Consumer Information Name: Business Name: SMITH CHEMICALS Svc Address: POB 1241 County: Hernando Phone: (352)-799-6934 City/Zip: Brooksville / 34605- Account Number: Caller's Name: BOB SMITH Mailing Address: POB 1241 City/Zip: BROOKSVILLE ,FL 34605- Can Be Reached:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: STANLEY Entered By: SSULLIVA Date: 11/30/1999 Time: 14:04 Via: PHONE (Phone/Mail/Fax/E-Mail) Prelim Type: SLAMMING PO:
	Utility Information Company Code: TI355 Company: GTE COMMUNICATIONS CORPORATION Attn. Jane Lee292989T Response Needed From Company? Y Date Due: 12/15/1999 Fax: 6W1,972-718-3908	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 12/15/1999 Reply Received Timely/Late: T Informal Conf.: N	Closed by: NJS Date: 01/28/2000 Closeout Type: GI-07 Apparent Rule Violation: N

Customer states that he was switched from AT&T to GTE Communications Corporation without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Note: Customer states he is being billed on 352-799-1980, which is not his phone number. He states he has never had this number.

Billing date: 11/22/99.

Disputed charges: \$ 82.64

Complaint taken by Stanley Sullivan

Request No. 292989T

Name

Business Name SMITH CHEMICALS

Florida Public Service Commission
ssullivan@psc.state.fl.us
fax: (850) 410-8032.

12/15/99 Reply received (fax). CAgee

12/27/99 Hard copy of report received. S. Gonzalez .

12/27/99: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT DUE TO A KEYING ERROR THIS CUSTOMER 'S LONG DISTANCE WAS SWITCHED . A CREDIT IN THE AMOUNT OF \$82.64 WAS ISSUED TO THE CUSTOMER'S ACCOUNT. THE CREDIT SHOULD APPEAR WITHIN ONE TO THREE BILLING CYCLES.

1/28/00: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

Request No. 295255T

Name MENENDEZ ,RAMON MR.

Business Name

<p>Consumer Information</p> <p>Name: RAMON MENENDEZ</p> <p>Business Name:</p> <p>Svc Address: 3650 NW 15 ST</p> <p>County: Dade Phone: (305)-638-3555</p> <p>City/Zip: Miami / 33125-1</p> <p>Account Number:</p> <p>Caller's Name: RAMON MENENDEZ</p> <p>Mailing Address: 3650 NW 15 ST</p> <p>City/Zip: MIAMI ,FL 33125-1718</p> <p>Can Be Reached:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: JOHN PLESCOW</p> <p>Entered By: JPLESCOW</p> <p>Date: 12/10/1999</p> <p>Time: 13:36</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: MEP</p> <p>Date: 01/05/2000</p> <p>Closeout Type: GI-07</p> <p>Apparent Rule Violation: N</p>
<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Jane Lee295255T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/27/1999</p> <p>Fax: 6W1,972-718-3908</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 12/30/1999</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Customer states he is being billed by GTE Long Distance. The customer states he never authorized GTE to provide his long distance. The customer's LEC's records show that the customer was with GTE from September 1998, through September 1999. The customer has switched his service to AT&T. Please provide proof of authorization LOA/TAPE, follow up with the customer, provide appropriate credit, provide the PSC with a detailed written report, and respond by the date below.

12/27/99 - Company request for extension granted. Response due by Thursday, December 30, 1999.pjohnson

12/30/99 Received report with explanation. It appears the company received an LOA for Mr. Ramon Menendez signed by Mr. Josefa Mirabal. The account was cancelled on 09/22/99. A credit of \$60.27 was issued to the account. A letter was sent to the customer. eplendl

01/05/2000 Closed by telephone conversation with the customer. Customer appears satisfied. eplendl

Request No. 295255T

Name MENENDEZ ,RAMON MR.

Business Name

Request No. 295255T

Name MENENDEZ , RAMON MR.

Business Name

Request No. 296257T

Name

Business Name IMPACT PROMOTIONS

<p>Consumer Information</p> <p>Name:</p> <p>Business Name: IMPACT PROMOTIONS</p> <p>Svc Address: 6160 ULMERTON ROAD SUITE 6</p> <p>County: Pinellas Phone: (727)-533-8618</p> <p>City/Zip: Clearwater / 33760-</p> <p>Account Number:</p> <p>Caller's Name: BOB SILVER</p> <p>Mailing Address: 6160 ULMERTON ROAD SUITE 6</p> <p>City/Zip: CLEARWATER ,FL 33760-</p> <p>Can Be Reached:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: CARENY SIRIANNI</p> <p>Entered By: CSIRIANN</p> <p>Date: 12/16/1999</p> <p>Time: 13:00</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: CAB</p> <p>Date: 01/10/2000</p> <p>Closeout Type: GI-07</p> <p>Apparent Rule Violation: N</p>
<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Jane Lee296257T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 01/03/2000</p> <p>Fax: 6W1,972-718-3908</p> <hr/> <p>Interim Report Received: / /</p> <p>Reply Received: 01/03/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Customer states that the company was switched from MCI to GTE Communications without authorization or request. Customer states the company has returned to its carrier of choice. Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Careny Sirianni
FAX# 850-413-7881
E-mail: CSiriann@psc.state.fl.us

1/3/00 Reply received (fax). CAgee

IT WAS REPORTED THAT GTELD HAS NOT PROVIDED SERVICES TO THIS NUMBER. IT APPEARS THAT DUE TO A WORLDCOM

Request No. 296257T

Name

Business Name IMPACT PROMOTIONS

DATABASE ERROR, WORLDCOM INCORRECTLY SENT USAGE RECORDS TO GTELD FOR THE CUSTOMERS NUMBER. THE ERROR HAS BEEN CORRECTED.

AS A COURTESY, THE CUSTOMER WAS ISSUED A CREDIT OF \$0.42 FOR THE CHARGES IN DISPUTE.

SHOULD THE CUSTOMER HAVE FURTHER BILL CONCERNS, REQUEST BILL COPIES AND WE WILL FORWARD THEM TO WORLDCOM TO ADDRESS. AT THIS TIME THE ISSUE APPEARS TO BE RESOLVED WITH GTELD. C. BROOME

Request No. 296257T

Name ,

Business Name IMPACT PROMOTIONS

Request No. 297970T

Name AUERBACH ,ERNIE MR.

Business Name

<p>Consumer Information</p> <p>Name: ERNIE AUERBACH</p> <p>Business Name:</p> <p>Svc Address: 1321 WASHINGTON DR</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: ANGELA HASHISHO</p> <p>Entered By: AHASHISH</p> <p>Date: 12/29/1999</p> <p>Time: 11:20</p>
<p>County: Sarasota Phone: (941)-497-6632</p> <p>City/Zip: Venice / 34293-</p> <p>Account Number:</p> <p>Caller's Name: ERNIE AUERBACH</p> <p>Mailing Address: 1321 WASHINGTON DR</p>	<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Jane Lee297970T</p> <p>Response Needed From Company? y</p> <p>Date Due: 01/13/2000</p> <p>Fax: 6W1,972-718-3908</p>	<p>Via: PHONE</p> <p>(Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p>
<p>City/Zip: Venice ,FL 34293-</p> <p>Can Be Reached: (941)-497-6632</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 01/20/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: TVG</p> <p>Date: 06/15/2000</p> <p>Closeout Type: GI-07</p> <p>Apparent Rule Violation: N</p>

Customer states that the company has switched his long distance service from his preferred carrier without his authorization. Customer states that this has happened 3 times. Customer states the latest switch happened on December 25. Customer states that he is back with his preferred carrier. Customer states that he wants the company to credit him all switching fees and remove any charges from his bill. Please contact the customer and respond with report by the due date. A Hashisho

01/20/2000: Company called about an extension until today. AH

01/20/2000 Response received by FAX. A Hashisho

1/20/2000 COMPANY RESPONSE RECEIVED:

GTECC reports that they provided local and long distance service on July 29, 1999, as a result of an inbound

Request No. 297970T

Name AUERBACH ,ERNIE MR.

Business Name

call from Mrs. Auerbach. The account remained active from August 3, 1999 - October 16, 1999. The company reports that a TPV tape was included.

On September 15, 1999, the customer requested GTECC to switch his long distance provider to AT&T. GTECC reports that the LEC completed the order and cease routing the customer's calls through GTECC effective September 29, 1999.

An order to cancel local phone service with GTECC was received on October 16, 1999.

GTECC issued a credit of \$256.10 for the monthly charges that were incurred after the displacement date. The total amount due on the account is \$68.51. GTECC reports that no payment has been received and the account is now in collection.

GTECC states there is no evidence to support the customer's claim that the service was switched to GTECC without authorization. eakanbi.

2/16/2000 FAX TO CO: Please resend copy of TPV tape. The response received reports that a tape was included with this response. A verification tape could not be located. This tape is needed to close this case. Please send the tape to the attention of Elsie Akanbi by no later than 2-23-00. eakanbi.

2/24/00 Customer called and said he is sending a letter to Angela Hashisho disputing the company report. D. Durbin

02/24/2000 Received report and verification tape via USMail. eplendl

02/24/2000 Received report via email. eplendl

2/24/2000 DETAILS OF THE TPV TAPE:

Mrs. Judy M. Auerbach authorized the switched to GTECC for telephone number 941-497-6632 for local , Intralata and Interlata calls . Mrs. Auerbach provided a birthdate of November 17th. eakanbi.

2/25/2000 10:14a Contacted GTE-FL. Spoke with Debby Kampert and requested a pic history of the customer's account. The TPV tape provided does indicate the date the order to change service. This information is critical in determining if the customer's service was switched without service. eakanbi.

2/29/2000 PIC HISTORY RECEIVED FROM GTE-FL FOR THIS CUSTOMER:

Request No. 297970T	Name AUERBACH , ERNIE MR.	Business Name
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On August 3, 1999 Inter and Intralata carrier was changed to GTELD (CIC 5483) at the customers request.

October 16, 1999 Interlata was changed to AT&T (CIC 288) per customer request.

December 25, 1999 Interlata was changed to GTELD (CIC 5483) per carrier initiated request. I am told by our support staff this request was sent electronically to the GTE Subscription Service Systems from GTELD.

On December 29, 1999, both Interlata and Intralata carrier were changed to AT&T(CIC 288) per customer request. eakanbi.

3/6/2000 Based on a review of all information received, it appears that the customer's service was switched without their authorization on Dec. 25, 1999. The TPV tape provided does not indicate the date the verification took place. Based on the pic history, the only time the customer authorized GTE's long distance service for both Intra and Interlata was on August 3, 1999. The pic history shows that the customer's service was cancelled on October 16, 1999, and then pic'd with AT&T. However, on December 25, 1999, the customer service was switched via carrier request and the switched back to AT&T four days later. eakanbi.

3/6/2000 Please advise when the credit of \$256.10 was issued and where the remaining balance of \$68.51 originated. A supplemental is due by March 13, 2000. eakanbi.

06/15/2000 It appears that a credit of \$256.10 for the monthly charges was issued and there was a total amount due of \$68.51. The notes from 3/6/2000 indicate the events surrounding this case. The customer will be sent a non-slam letter. TGORDON

Request No. 297970T

Name AUERBACH ,ERNIE MR.

Business Name

Request No. 298038T

Name SPENCER ,HERTHA MRS

Business Name

<p>Consumer Information</p> <p>Name: HERTHA SPENCER</p> <p>Business Name:</p> <p>Svc Address: 5154 TAYLOR AVE</p> <p>County: Volusia Phone: (904)-788-7950</p> <p>City/Zip: Port Orange / 32127-</p> <p>Account Number:</p> <p>Caller's Name: HERTHA SPENCER</p> <p>Mailing Address: 5154 TAYLOR AVE</p> <p>City/Zip: Port Orange ,FL 32127-</p> <p>Can Be Reached: (904)-788-7950</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: KATE SMITH</p> <p>Entered By: AHASHISH</p> <p>Date: 12/29/1999</p> <p>Time: 14:13</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: NJS</p> <p>Date: 01/31/2000</p> <p>Closeout Type: GI-07</p> <p>Apparent Rule Violation: N</p>
<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: VERIZON SELECT SERVICES INC.</p> <p>Attn. Jane Lee298038T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 01/13/2000</p> <p>Fax: 6W1,972-718-3908</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 01/13/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Customer states that she was switched from AT&T to GTE long distance without her authorization. Customer states that the switch happened in June. Customer states that she has contacted the company and has been unable to resolve the matter. Customer states that she switched back to AT&T in late October or early November. Customer states that she did not realize she had been switched until October. Customer states that she has paid the company \$91.11 in September. Customer states that she has now received another bill for \$105.16 on December 9. Customer states that she should not be receiving any more bills from the company. Customer states that she wants the credits for the switch and the charges rerated to the amount she paid with AT&T. Please contact the customer and respond with report by the due date. A Hashisho

NOTE-- Customer has received a letter stating a collection action will be taken against her. Please stop such action until the investigation is resolved. AH

1/13/00 Interim report received. Next report will be received by 1/20/00. CAgee

Request No. 298038T

Name SPENCER ,HERTHA MRS

Business Name

1/24/00 Interim report #2 received. Next report will be received by 1/27/00. CAgee

1/24/00: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT CUSTOMER ACCESS GTECC'S WEBSITE TO ORDER THE SERVICE. THE TOTAL AMOUNT DUE \$105.16 IS DUE TO GTECC.

1/31/00: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

2/1/2000 - Company response received (fax) and file forwarded to N. Santiago. pjohanson
FAX TO COMPANY:

5/9/2000: CUSTOMER CONTACTED THE PSC AND SHE STATED THAT A CREDIT FOR THE AMOUNT OF \$106.00 WAS PROMISED TO HER BY THE COMPANY AND SHE STILL HAS NOT RECEIVED THE CREDIT.

PLEASE PROVIDE THE PSC WITH A FULL REPORT AND A SOLUTION TO THIS MATTER.

05/24/2000 Received report via email. eplendl

07/27/2000 Customer called in again today, to state that she has not received any credit of any kind from GTELD. Customer is still awaiting this credit. PLEASE contact customer (Attempted contacting Ms. Cookie Fuller, but was unsuccessful in regards to when she is to expect her credit. Please file a supplemental report stating that you have credited the customer, as well as contacting the customer today if possible. Please respond by the due date with the report you file with the PSC. RBGillander

Case Taken By: RBGillander
Fax: 850/413-7168
Email: pscreply@psc.state.fl.us

07-27-2000 Reply received via e-mail. VMcKay

08/02/2000 Customer called again to inquire about case. She has been referred to CPena's group after discussing this with RRoland to find out what we need to do for customer. If customer calls again, please refer her to Carmen's group. Thank you
RBGillander

08/02/2000 Ms. Carmen Pena asked me to review the file and follow up with her. The report received on July 27, 2000, stated that it is a supplemental response to its February 1, 2000, letter. (Also, Mrs. Pamela

Request No. 298038T Name SPENCER ,HERTHA MRS Business Name

Johnson noted above that a response was received on that date.) I don't see the February 1, 2000, response with this file. However, the company's other reports show that \$105.16 balance is due on the account. I gave the original file back to Ms. Pena with a note regarding my review. Shirley Stokes

08/07/2000 Mr. Ray Logan notified me that the customer called regarding this complaint. I explained that the case should be referred to Noelia, since she sent a letter to the customer stating that a credit was due. However, the available company's reports did not indicate a credit, but a \$105.16 balance due. I also put a copy of my e-mail to Ms. Carmen Pena on Mrs. Santiago's desk regarding this case. Shirley Stokes

8/7/2000 Sent email to Noelia to contact customer. RLogan

8/9/2000: CUSTOMER WAS CONTACTED AND SHE WAS ADVISED THE COMPANY WOULD NOT ISSUE ANY CREDITS BECAUSE SHE CONTACTED THE COMPANY'S WEBSITE AND SHE PROVIDED THEM WITH ALL THE INFORMATION NEEDED FOR THEM TO PROVIDE HER WITH SERVICE.
THE SAME DAY THE COMPANY WAS CONTACTED REGARDING THIS MATTER.

8/14/2000: RECEIVED AN E-MAIL FROM COOKIE FULLER STATING THAT MRS. SPENCER PAYMENT FOR THE AMOUNT OF \$105.16 HAS BEEN RECEIVED AND POSTED TO HER ACCOUNT. THE ACCOUNT SHOWS A ZERO BALANCE. CUSTOMER WAS CONTACTED THE SAME DAY AND THIS INFORMATION WAS PROVIDED TO HER. AT THAT POINT THE CUSTOMER'S CONCERN WAS THAT SHE MAILED THE PAYMENT AND THE COMPANY WAS STILL TRYING TO COLLECT THE AMOUNT DISPUTED. SHE WAS PLEASED WITH THE EXPLANATION. NJS

8/21/2000 Case reassigned to K.Smith.P.Lowery

09/01/2000 Customer correspondence received and forwarded to Kate Smith. A Hashisho

Request No. 298038T

Name SPENCER ,HERTHA MRS

Business Name

Request No. 299050T

Name KRIEGER ,DAYLE MRS

Business Name

<p>Consumer Information</p> <p>Name: DAYLE KRIEGER</p> <p>Business Name:</p> <p>Svc Address: 555 E. THELMA</p> <p>County: Polk Phone: (941)-956-4665</p> <p>City/Zip: Lake Alfred / 33850-</p> <p>Account Number: 00000000026899</p> <p>Caller's Name: BRIAN LIEBERMAN</p> <p>Mailing Address: 555 E. THELMA</p> <p>City/Zip: LAKE ALFRED ,FL 33850-</p> <p>Can Be Reached: (941)-956-4665</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: RYAN INMAN</p> <p>Entered By: RINMAN</p> <p>Date: 01/05/2000</p> <p>Time: 15:49</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: NJS</p> <p>Date: 02/17/2000</p> <p>Closeout Type: GI-07</p> <p>Apparent Rule Violation: N</p>
<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Jane Lee299050T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 01/27/2000</p> <p>Fax: 6W1,972-718-3908</p>	<p>Interim Report Received: 01/28/2000</p> <p>Reply Received: 02/04/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

Customer states that in March 1999 someone fraudulently used his wife's SS# and other personal information to run up excessive long distance bills. Upon working this issue out, they cancelled their service with GTE Communications and signed on with GTE Fl.. Customer states that they are still receiving bills from GTE Communications for service they canceled March 13th,1999 and have received about four other bills since, the most recent being for \$144.95 . Customer states that they have now received disconnect notice from GTE Communications Corp. for January 6th. Do not disconnect customer as long as this issue is unresolved. Customer states that they are not GTE Communications Corp. customers anymore, and have not been since March of 1999. They are now GTE Fl. customers and have been since March of 1999. Please contact customer and respond to the PSC with written report by the due date. Ryan Inman

1/28/00 Interim report received (email). Next report will be received by 2/4/00. CAgee

02/04/2000 Received report via fax. eplendl

Request No. 299050T

Name KRIEGER ,DAYLE MRS

Business Name

2/4/00: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT A CREDIT IN THE AMOUNT OF \$301.53 FOR THE MONTHLY RECURRING CHARGES BILLED AFTER MARCH 15, 1999 AND \$79.00 FOR THE OUTSTANDING BALANCE FOR THE LONG DISTANCE CHARGES ON THE ACCOUNT. THE BALANCE IN THE ACCOUNT IS NOW ZERO.

2/17/00: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

2/28/2000 Closeout code changed from LS-13 to GI-07 as per R.McHargue. P.Lowery

Request No. 299050T

Name KRIEGER ,DAYLE MRS

Business Name

Request No. 299221T

Name SILVA ,SERGIO MR.

Business Name

<p align="center">Consumer Information</p> <p>Name: SERGIO SILVA</p> <p>Business Name:</p> <p>Svc Address: 1271 N.E. 181 ST.</p> <p>County: Dade Phone: (305)-947-0138</p> <p>City/Zip: Miami / 33162-</p> <p>Account Number:</p> <p>Caller's Name: SERGIO SILVA</p> <p>Mailing Address: 1271 N.E. 181 ST.</p> <p>City/Zip: MIAMI ,FL 33162-</p> <p>Can Be Reached: (305)-790-9052</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: RYAN INMAN</p> <p>Entered By: RINMAN</p> <p>Date: 01/06/2000</p> <p>Time: 13:27</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent 02/16/2000</p> <p>Certified Letter Rec'd 02/29/20</p> <hr/> <p>Closed by: TVG</p> <p>Date: 05/04/2000</p> <p>Closeout Type: GI-07</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Jane Lee 299221T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 01/21/2000</p> <p>Fax: 6W1,972-718-3908</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 01/20/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Customer states that he has never requested long distance service with GTE Communications Corp. Customer states that he has always used "10-10" numbers form the television and radio or prepaid calling cards and has always been happy with those rates. Customer states that he is being billed for long distance service by GTE Communications at rates substantially higher than those of his preferred long distance providers. Customer states that he has also now been sent to a collection agency regarding the disputed amount, \$69.33 . Customer tried to contact the company but was given an 800 number to an "adult entertainment" line. Please provide LOA/tape, rerate calls in dispute to preferred provider rate of 8.5 cents per minute, remove customer from your long distance service if not already removed, contact customer and provide written report to the PSC by due date. Ryan Inman

02/16/2000 CERTIFIED MAIL to CO. eplendl

02/22/2000 Received report dated 01/20/2000 via fax. eplendl

Request No. 299221T

Name SILVA ,SERGIO MR.

Business Name

02/29/2000 Received certified green card back. eplend1

05/04/2000 The report indicated that a GTELD rep spoke with Mr. Silva, on January 19, 2000. Mr. Silva stated he did not authorize the change in his LD service provider and that the SS# on the LOA was incorrect. GTELD issued credits totaling \$204.68, representing 100% reimbursement for all charges on the final bill and for a payment made on the bill. The account was removed from collections and is now closed. GTELD began providing interLATA LD service on July 2, 1998 after receiving a LD Provider Change Form from sales agent, Snyder Communications. Representative #05752 generated the LOA. The customer will be sent a non-slam letter. TGORDON

Request No. 299221T

Name SILVA ,SERGIO MR.

Business Name

Request No. 301294T

Name CABRERA ,RENE MR.

Business Name _____

<p>Consumer Information</p> <p>Name: RENE CABRERA</p> <p>Business Name:</p> <p>Svc Address: 6204 FROST DRIVE</p> <p>County: Hillsborough Phone: (813)-962-8198</p> <p>City/Zip: Tampa / 33625-</p> <p>Account Number:</p> <p>Caller's Name: RENE CABRERA</p> <p>Mailing Address: 6204 FROST DRIVE</p> <p>City/Zip: TAMPA ,FL 33625-</p> <p>Can Be Reached: (813)-962-8198</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: VICTOR MCKAY</p> <p>Entered By: AHASHISH</p> <p>Date: 01/19/2000</p> <p>Time: 09:16</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: VSM</p> <p>Date: 02/07/2000</p> <p>Closeout Type: GI-07</p> <p>Apparent Rule Violation: N</p>
	<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Ms. Cookie S.</p> <p>Response Needed From Company? Y</p> <p>Date Due: 02/03/2000</p> <p>Fax: 6W1,972-718-3908</p>	
	<p>Interim Report Received: / /</p> <p>Reply Received: 02/03/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

Customer states that he was switched from his preferred carrier. Customer states that this switch happened in December or early January. Customer states that neither he nor anyone else authorized a change. Customer states that he is going to switch to his preferred carrier. Customer states that the charge on his bill is for a monthly service fee yet no long distance calls were made during that time. Please contact the customer and provide a report with Tape/LOA verification and any credits issued by the due date. A Hashisho

CAF FAX: 850/413-7168
 CAF E-Mail: pscreply@psc.state.fl.us

2/3/00 Reply received (fax). CAgee

02-07-2000 The company is reporting they have been in contact with the customer on this issue. I called Ms. Robinson at 1-888-483-5227 ext. 4524. There are no complaints or calls from the customer to cancel

Request No. 301294T

Name CABRERA ,RENE MR.

Business Name _____

service. There were some credits issued a while ago but non issued by GTECC. They have been a customer of GTECC since August 10, 1997 for intralata service. Ms. Robinson stated the customer called today and wanted to make a deal for better service. He wanted the company to give him a \$100 for staying with the company. It appears the company is not in violation of 25-4.118 of FAC. Closed by letter. VMcKay

Slamming Non violation \$0 credit.

Request No. 301450T

Name

Business Name FIRST SOUTHEAST INSURANCE SERV., IN

<p>Consumer Information</p> <p>Name:</p> <p>Business Name: FIRST SOUTHEAST INSURANCE SERV., IN</p> <p>Svc Address: 300S. DUNCAN AVENUE, SUITE 299</p> <p>County: Pinellas Phone: (727)-298-8000</p> <p>City/Zip: Clearwater / 33755-</p> <p>Account Number:</p> <p>Caller's Name: CURTIS A HOLMES</p> <p>Mailing Address: 300S. DUNCAN AVENUE, SUITE 299</p> <p>City/Zip: CLEARWATER ,FL 33755-</p> <p>Can Be Reached: (888)-887-8621</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: CAROL BROOME</p> <p>Entered By: SGONZALE</p> <p>Date: 01/19/2000</p> <p>Time: 14:12</p> <p>Via: MAIL (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p>
	<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: VERIZON SELECT SERVICES INC.</p> <p>Attn. Ms. Cookie S.</p> <p>Response Needed From Company? Y</p> <p>Date Due: 02/22/2000</p> <p>Fax: 6W1,972-718-3908</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd 02/25/20</p>
	<p>Interim Report Received: 02/10/2000</p> <p>Reply Received: 02/22/2000</p> <p>Reply Received Timely/Late:</p> <p>Informal Conf.: N</p>	<p>Closed by:</p> <p>Date: / /</p> <p>Closeout Type:</p> <p>Apparent Rule Violation:</p>

Please investigate the following correspondence concerning a possible slamming or improper billing issue, also please provide proof of authorization, including an LOA/TAPE.

Taken by S. Gonzalez

2/7/00 Correspondence received from the customer. S. Gonzalez

2/10/00 Interim report received. Next report received by 2/22/00. CAgee

02/21/2000 Received interim report via email. Another report will be submitted by 02/22/2000 eplendl

02/22/2000 Received report via fax. eplendl

Request No. 301450T

Name

Business Name FIRST SOUTHEAST INSURANCE SERV., IN

02/25/2000 Received green certified card back. eplendl

04/19/2000 WILL ATTACH GREEN CARD TO CASE AND CLOSE ACCORDINGLY. COMPANY HAS NOT SENT A FULL REPORT AS STATED EARLIER. C. BROOME

03/20/2000 Customer correspondence received by mail and added to file. A Hashisho

03/29/2000 Received report via fax. eplendl

04/24/2000 Customer correspondence received by mail and added to file. AH

RESPONSE REVIEWED. THE COMPANY REPORTS THAT IT INITIATED SERVICES ON 11/11/99 DUE TO A LEC ACTIVATION. THE ACCOUNT WAS CANCELLED ON 01/05/2000. SINCE GTELD DOES NOT HAVE ACCESS TO GTE FLORIDA RECORDS, THIS INFORMATION IS BEING SENT BACK TO GTE FLORIDA FOR FURTHER INVESTIGATION.

03/17/2000 CUSTOMER SENT A LETTER REGARDING COLLECTION ACTIVITY ON HIS ACCOUNT, NO RESPONSE YET RECEIVED FROM GTE FLORIDA.

03/29/2000 GTE FLORIDA SENT A RESPONSE. IT APPEARS THAT FOR 727-584-2153 THE ACCOUNT WAS CLOSED ON 11/24/99.

THERE APPEARS TO HAVE BEEN ADVANCED BILLING FOR "NON-REGULATED" DIRECTORY ADVERTISING. THE FPSC DOES NOT HAVE ANY REGULATORY AUTHORITY OVER THIS CHARGE.

IT APPEARS THAT THE CUSTOMER OPENED A NEW ACCOUNT AND WAS BILLED INSTALLATION CHARGES. DIRECTORY CHARGES FROM THE PREVIOUS ACCOUNT WERE ALSO ADDED TO THE BILL.

727-588-9494

THIS ACCOUNT APPEARS TO BE A BUSINESS LINE WITH A CREDIT TO BE ISSUED ON THE ACCOUNT.

727-298-8000

THE FIRST BILL WAS FOR A MONTH AND 16 DAYS. INSTALLATION CHARGES WERE ALSO APPLIED TO THE ACCOUNT INITIAL BILLING. IT APPEARS THE LONG DISTANCE CARRIER OF CHOICE WAS INITIALLY MCI.

IT APPEARS THE CUSTOMER WAS BILLED \$53.12 FOR GTELD CHARGES. THE COMPANY CHECKED OUT THE SWITCHES IN THE LINE AND PROBLEMS WERE CORRECTED. A CREDIT WAS ISSUED IN THE AMOUNT OF \$153.12 WITH A BALANCE OF \$256.83.

Request No. 301450T

Name

Business Name FIRST SOUTHEAST INSURANCE SERV., IN

727-468-9400

CUSTOMER WAS BILLED INITIALLY FOR ONE MONTH AND 15 DAYS SERVICE ALONG WITH AN INSTALLATION CHARGE. THERE WAS A PERFORMANCE GUARANTEE ISSUED ON THE ACCOUNT. THERE WERE NO IMPROPER GTELD CHARGES ON THE BILL.

04/24/2000 CUSTOMER SENT A LETTER STATING THAT THE ISSUES ARE STILL NOT RESOLVED.

04/24/2000 I AM ON TRAINING ASSIGNMENT AND WILL GATHER THE INFORMATION ON BOTH CASES AND PREPARE TO SEND TO THE CUSTOMER FOR REVIEW.

05/02/2000 SENDING INFORMATION TO THE CUSTOMER TO REVIEW AND REPORT BACK TO THE FPSC IF SPECIFICS HAVE BEEN MISSED. C. BROOME

*****SUPPLEMENTAL REPORT REQUEST***** TO BE SENT BY 05/10/2000

* WHY WAS THE CUSTOMER ISSUED PERFORMANCE GUARANTEES ON THE ACCOUNTS. WAS THERE A DELAY IN CONNECTION AND IF SO, HOW MANY DAYS PAST THE PROMISED ESTABLISHMENT DATE WERE THERE?

* YOUR REPORT DOES NOT CLEARLY STATE HOW THE CUSTOMER WAS BILLED BY GTELD. IT APPEARS CREDITS WERE ISSUED. PLEASE ADVISE ON THE SPECIFICS ON THIS BILLING.

05/10/2000 Customer correspondence received by mail and forwarded to Carol Broome. A Hashisho

05/10/2000 Received report via email. Forwarded to C. Broome. eplendl

05/12/00 RESPONSE REVIEWED. IT APPEARS THAT GTELD BEGAN PROVIDING SERVICE ON 11/11/99 AFTER RECEIVING A REQUEST FROM GTE FLORIDA. THE ACCOUNT WAS DEACTIVATED BY GTELD AFTER ORDER FROM GTE FLORIDA WAS RECEIVED.

CREDITS ISSUED WERE FOR JANUARY IN THE AMOUNT OF \$53.12 AND FEBRUARY \$26.22 THE REASON FOR THE CREDIT WOULD NEED TO BE REQUESTED BY GTE FLORIDA.

07/07/00 Received an unsatisfactory letter from the consumer. The Governor's Office was copied on the letter. I gave the case copy and a previously filed case copy to C. Pena for review. It has been handed to K. Smith for further review. c. broome

November 17, 2000: I have instructed John Plescow to contact Verizon Florida and request an update on the account of this customer. As soon as we receive the information we will address the problem presented by the customer. A cross-reference is to be done with case number 294388T, filed on December 7, 1999, by Carol

Request No. 301450T

Name ,

Business Name FIRST SOUTHEAST INSURANCE SERV., IN

Broome and closed on December 16, 1999. It appears that the customer was not satisfied with the proposed resolution provided by specialist Carol Broome. Carmen Peña - Supervisor Case Resolution & Analysis

Request No. 301450T

Name ,

Business Name FIRST SOUTHEAST INSURANCE SERV., IN

Request No. 302604T

Name VAUGHAN ,MARY MRS

Business Name

Consumer Information Name: MARY VAUGHAN Business Name: Svc Address: 13415 IOLA DRIVE County: Hillsborough Phone: (813)-926-0452 City/Zip: Tampa / 33626- Account Number: Caller's Name: ANDREW VAUGHAN Mailing Address: 13415 IOLA DRIVE City/Zip: Tampa ,FL 33626- Can Be Reached: (813)-926-7701	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: VICTOR MCKAY Entered By: CHANNAH Date: 01/25/2000 Time: 14:35 Via: PHONE (Phone/Mail/Fax/E-Mail) Prelim Type: SLAMMING PO:
	Utility Information Company Code: TI355 Company: GTE COMMUNICATIONS CORPORATION Attn. Ms. Cookie S. Response Needed From Company? Y Date Due: 02/09/2000 Fax: 6W1,972-718-3908	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: 02/09/2000 Reply Received: 02/16/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by: VSM Date: 02/18/2000 Closeout Type: GI-99 Apparent Rule Violation: N

Customer states GTE Communications has switched their services without authorization, from Excel to GTE Communications. The customer states the first call the company charged for was on December 8, 1999. The bill the customer has is for the billing period ending January 10, 2000. He states that during the month of December and to the present date they are an Excel customer. The bill has current charges for \$35.49 and past due charges for \$95.97. The bill reference number is 940913.

Please investigate and send a written response to the customer and PSC.

Caressa Hannah
 pscreply@psc.state.fl.us
 Fax: 850-413-7168

2/9/00 Interim report received. Next report will be received by 2/16/00. CAgee

Request No. 302604T

Name VAUGHAN ,MARY MRS

Business Name

02/16/2000 Received report via fax. eplendl

02-18-2000 It appears the account was established on December 11, 1997. The customer requested Local and LD service. The order was completed on December 18, 1997. On July 1, 1999 the customer cancelled her LD service and requested only local service. They are also stating the intralata service remained active with GTECC. They state they never received the order to switch to excel. The order was displaced to the LEC effective January 25, 2000. The cancellation was complete on February 9, 2000 with a balance of Zero. If the customer calls back, she should contact Ms. Shepard at 1-888-483-4999. Her local number is 972-718-1572.

Closed by letter. VMcKay

Request No. 302604T

Name VAUGHAN ,MARY MRS

Business Name

Request No. 303351T

Name BUCKINGHAM ,DORIS MS.

Business Name

Consumer Information Name: DORIS BUCKINGHAM Business Name: Svc Address: 4650 67TH WAY N. County: Pinellas Phone: (727)-544-7288 City/Zip: Saint Petersburg / 33709- Account Number: Caller's Name: DORIS BUCKINGHAM Mailing Address: 4650 67TH WAY N. City/Zip: SAINT PETERSBURG ,FL 33709- Can Be Reached:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: NANCY Entered By: SGONZALE Date: 01/28/2000 Time: 14:57 Via: MAIL (Phone/Mail/Fax/E-Mail) Prelim Type: SLAMMING PO:
	Utility Information Company Code: TI355 Company: GTE COMMUNICATIONS CORPORATION Attn. Ms. Cookie S. Response Needed From Company? Y Date Due: 02/15/2000 Fax: 6W1,972-718-3908	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 02/15/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by: NC Date: 06/06/2000 Closeout Type: GI-14 Apparent Rule Violation: N

Please investigate the following correspondence concerning a possible slamming or improper billing issue, also please provide proof of authorization, including an LOA/TAPE. S. Gonzalez

02/15/2000 Received report with explanation via fax. eplendl

03/02/2000 Customer correspondence received. A Hashisho

06/06/00 Per report received closing case, company states that the customer does not have an account in their database, will need a copy of bill to further investigate this matter. Sending letter requesting copy of bill. NCS

07/07/00 Closed by letter. NCS

Request No. 303351T

Name BUCKINGHAM ,DORIS MS.

Business Name

Request No. 303968T

Name HOLTON ,DON MR.

Business Name

Consumer Information

Name: DON HOLTON

Business Name:

Svc Address: 29806 MORWEN PLACE

County: Pasco

Phone: (813)-991-4821

City/Zip: Zephyrhills / 33543-

Account Number:

Caller's Name: IZEAL HOLTON

Mailing Address: 29806 MORWEN PLACE

City/Zip: ZEPHYRHILLS ,FL 33543-

Can Be Reached: (813)-991-4821

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

Utility Information

Company Code: TI355

Company: GTE COMMUNICATIONS CORPORATION

Attn. Ms. Cookie S.

Response Needed From Company? Y

Date Due: 02/17/2000

Fax: 6W1,972-718-3908

Interim Report Received: / /

Reply Received: 02/17/2000

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELSIE AKANBI

Entered By: RINMAN

Date: 02/02/2000

Time: 11:01

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: EAA

Date: 03/13/2000

Closeout Type: GI-07

Apparent Rule Violation: N

Customer states that she was slammed by GTE Communications Corp. in April of 1999. Customer states that she contacted GTE-Fl to have them provide her local and long distance service. Customer states that she has now discovered that GTE COMM CORP. has been handling her long distance since April. Please investigate this issue, issue credits for any switching fees , monthly service charges and the difference between what she has paid to GTE Communications Corp. and what would have been her preferred provider rates, contact customer and aid her in facilitating a switch back to her preferred long distance provider. Customer states that the company has been obstinate in not allowing her to make the switch. Ryan Inman

Consumer Affairs' Fax#- (850) 413-7168

Consumer Affairs' E-mail address- pscreply@psc.state.fl.us

02/17/2000 Received report via fax. eplend1

Request No. 303968T

Name HOLTON ,DON MR.

Business Name

2/17/2000 COMPANY RESPONSE RECEIVED:

GTECC reports that their records do not show this customer name nor the address listed associated to 813-991-4831, provided by the customer. GTECC reports that have never provided service to the Holtons. GTECC advised that the customer contact their LEC, GTE-FL. eakanbi.

3/13/2000 Based on the information provided, the customer will be advised, by letter, to provide copies of bills showing that GTECC billed them for long distance service.

Case closed by letter. A new case will be opened upon receipt of the requested documentation. eakanbi.

Request No. 306018T

Name ZIMMERMAN , ELLEN MS.

Business Name

Consumer Information Name: ELLEN ZIMMERMAN Business Name: Svc Address: 3100 HARTFORD STREET NORTH County: Sumter Phone: (727)-525-7709 City/Zip: Bushnell / 33513- Account Number: Caller's Name: ELLEN ZIMMERMAN Mailing Address: 3100 HARTFORD STREET NORTH City/Zip: Bushnell , FL 33513- Can Be Reached:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: NOELIA SANTIAGO Entered By: CHANNAH Date: 02/15/2000 Time: 15:26 Via: PHONE (Phone/Mail/Fax/E-Mail) Prelim Type: SLAMMING PO:
	Utility Information Company Code: TI355 Company: GTE COMMUNICATIONS CORPORATION Attn. Ms. Cookie S. Response Needed From Company? Y Date Due: 03/08/2000 Fax: 6W1,972-718-3908	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 03/01/2000 Reply Received Timely/Late: T Informal Conf.: N	Closed by: NJS Date: 03/15/2000 Closeout Type: GI-07 Apparent Rule Violation: N

Customer states GTE Communications switched her services without her authorization. Please investigate and send a written response to the customer and PSC.

Caressa Hannah
pscreply@psc.state.fl.us
Fax: 850-413-7168

03/01/2000 Received interim report. Another report will be provided by 03/08/2000. eplendl

03/08/2000 Received interim report via email. another report will be provided on 03/09/2000. eplendl

03/09/2000 Received report via email. eplendl

Request No. 306018T

Name ZIMMERMAN , ELLEN MS.

Business Name

3/09/2000: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT OUR RECORDS INDICATES THAT GTECC PROVIDED SERVICES TO THE CUSTOMER'S SERVICES ON SEPTEMBER 23,1999. A COPY OF THE THIRD PARTY VERIFICATION TAPE WAS PROVIDED. CUSTOMER AUTHORIZED THE COMPANY TO PROVIDE HER WITH LD SERVICES. CUSTOMER PROVIDED HER DATE OF BIRTH 2/27/34.

THIS CASE WILL NOT BE CLOSED AS AN INFRACTION BECAUSE CUSTOMER AUTHORIZED THE SERVICE. CREDIT IN THE AMOUNT OF \$127.01 WAS ISSUED TO THE CUSTOMER'S ACCOUNT REPRESENTING TOTAL AMOUNT OF THE CHARGES BILLED FROM SEPTEMBER 23 TO NOVEMBER 29.

3/15/00: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

3/15/2000 Received verification tape. eplendl

3/21/2000 Received letter via US Mail. Return to sender unable to forward. Informing supervisor. nknight

Request No. 306018T

Name ZIMMERMAN ,ELLEN MS.

Business Name

Request No. 307627T

Name SANCHEZ ,DIONISIA MS

Business Name

Consumer Information

Name: DIONISIA SANCHEZ

Business Name:

Svc Address: 3881 W FLAGLER STREET
APT 232

County: Dade Phone: (305)-642-9713

City/Zip: Miami / 33134-1

Account Number:

Caller's Name: ALICIA VALDES-DAPENA

Mailing Address: 3881 W FLAGLER STREET
APT 232

City/Zip: MIAMI ,FL 33134-1617

Can Be Reached: (305)-557-0047

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

Utility Information

Company Code: TI355

Company: GTE COMMUNICATIONS CORPORATION

Attn. Ms. Cookie S.

Response Needed From Company? Y

Date Due: 03/14/2000

Fax: 6W1,972-718-3908

Interim Report Received: 03/14/2000

Reply Received: 03/14/2000

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: RANDY ROLAND

Entered By: CSIRIANN

Date: 02/28/2000

Time: 11:34

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: RR

Date: 04/10/2000

Closeout Type: GI-07

Apparent Rule Violation: N

Caller is customer's daughter who handles customer's affairs. Caller states that her mother was switched from AmeriVision Communications to GTE Communications without authorization or request. Caller states her mother is protesting the continuous bills in the amount of \$85.10. Customer states she has a PICC Freeze on the account through her LEC, BellSouth. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

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

2/29/2000: Received report from GTE Telecommunications Services stating this customer belongs to GTE

Request No. 307627T

Name SANCHEZ ,DIONISIA MS

Business Name

Communications (ti355) and they have forwarded the case to them. Changed company code. C. Sirianni

03/03/2000 Customer correspondence received and given to Randy Roland. A Hashisho

03/14/2000 Received interim report via EMail. Another report will be provided by 03/24/2000. eplendl

03/21/2000 Received interim report via email. Another report will be provided on 03/28/2000. eplendl

03/28/2000 Received report via fax. eplendl

03/28/2000 Received report via email. eplendl

04/10/2000: Company response indicates that company issued full credit of \$96.08. Company provided copy of LOA along with response. I contacted customer's daughter. Was unable to verify whether LOA was legitimate. Daughter states that as long as company stop billing, she is satisfied with resolution. Closed.

Request No. 310245T

Name HEANEY , JOHN MR.

Business Name

Consumer Information

Name: JOHN HEANEY

Business Name:

Svc Address: GREENLEAF ESTATES

#9 LEAF CT.

County: Polk

Phone: (863)-422-2543

City/Zip: Haines City / 33844-

Account Number:

Caller's Name: EVELYN HEANEY

Mailing Address: GREENLEAF ESTATES

#9 LEAF CT.

City/Zip: HAINES CITY , FL 33844-

Can Be Reached: (856)-468-5916

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

Utility Information

Company Code: TI355

Company: GTE COMMUNICATIONS CORPORATION

Attn. Ms. Cookie S.

Response Needed From Company? Y

Date Due: 03/29/2000

Fax: 6W1,972-718-3908

Interim Report Received: / /

Reply Received: 05/02/2000

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: RANDY ROLAND

Entered By: SGONZALE

Date: 03/14/2000

Time: 10:49

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: RR

Date: 05/10/2000

Closeout Type: GI-07

Apparent Rule Violation: N

The customer states the following:

The customer's local long distance and long distance service was switched without their knowledge.

The Customer's PIC is Americom.

Please provide proof of authorization, including an LOA/TAPE. S. Gonzalez

03/29/2000 Received extension request via email. Another report will be provided by 04/05/2000. eplendl

04/04/2000 Received extension request via email. Another report should be provided by 04/12/2000. eplendl

04/12/2000 Received extension request via email. Another report will be provided by 05/01/2000. eplendl

05/01/2000 Received extension request via email. Another report will be provided by 05/08/2000. eplendl

Request No. 310245T

Name HEANEY , JOHN MR.

Business Name

05/02/2000 Received report via email. eplendl

05/10/2000: Company's response indicates that customer was billed in error. Company claims that error caused by underlying carrier, MCI Worldcom. Company issued credit of \$242.00. Company rep contacted Mrs. Heaney and offered explanation and informed her of the credit.

Closed with an auto satisfactory letter to customer. RRoland

05/23/00 Customer called to say that she is not satisfied. Customer states that she never received a satisfactory letter. Customer would like a return call. E-mailed RROLAND of the customer's request. TMORGAN

05/25/2000: Placed a return call to customer, no answer. Left message on answer machine advising customer of the \$242.00 credit. Asked customer to contact me if she has any further questions. RRoland

05/31/00 - Customer called and gave the correct # she could be reached at. She states she is calling in regard to the letter received from the FPSC. She states that GTE has not taken care of the problem; they have in fact rebilled her for that same problem that they credited, and now there are new charges she is being billed for. Customer advised the message would be referred to RRoland via email. KBaldwin

05/31/2000: Contacted Ms Heaney (856-468-5916). She indicated that GTELD is now billing her for new charges. I asked her to please explain the new charges. She indicated that USBI continues to bill her. I explained to Ms Heaney that this complaint was filed with GTELD and that company will be issuing a \$242.00. At that point customer began yelling. I advised her that, unless she calms down, I will disconnect this call. I then asked her to fax a copy of the USBI billing, she then stated that she could not locate the billing statement with USBI charges. Customer also wanted to know why GTELD switched her long distance service. I gave her the company's explanation provided in their report to the FPSC, but she did not accept. I placed customer on hold and contacted her local provider (GTE-Florida). I asked Arlene for a pic history as well as explanation of any changes (carrier request, customer request). Arlene will provide history as soon as possible. Customer's current pic is LCI International. Note: LCI d/b/a Qwest. Customer appears to be very confused about telephone service and billing. I advised her to give me a call once she locates the billing with USBI charges. RRoland

06/06/2000: Received PIC history from GTE-Florida: 12/8/99 Inter/Intra carrier change from Wiltel to no carrier (customer's request); 12/15/99 Inter/Intra from no carrier pic to Wiltel (customer's request); 3/28/00 Inter/Intra carrier change from Wiltel to LCI (dba Qwest); 4/29/2000 PIC restriction established. RRoland

Request No. 311320T

Name WILSON ,JOHN MR.

Business Name _____

Consumer Information

Name: JOHN WILSON

Business Name:

Svc Address: 510 133RD STREET EAST

County: Manatee

Phone: (941)-747-8474

City/Zip: Bradenton

/ 34202-

Account Number:

Caller's Name: JOHN WILSON

Mailing Address: 510 133RD STREET EAST

City/Zip: BRADENTON ,FL 34202-

Can Be Reached: (941)-747-7777

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

Utility Information

Company Code: TI355

Company: GTE COMMUNICATIONS CORPORATION

Attn. Ms. Cookie S.

Response Needed From Company? Y

Date Due: 04/05/2000

Fax: 6W1,972-718-3908

Interim Report Received: 04/04/2000

Reply Received: 04/04/2000

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: AHASHISH

Date: 03/21/2000

Time: 11:50

Via: INTERNET

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 06/13/2000

Closeout Type: GI-07

Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

Paul M. Fuglie, Vice President,

ir,

On March 1, 2000 I received a letter offering what sounded to be a great deal on consolidation of my all communications needs into one bill.

I responded by calling the 1-888-RING-GTE number and was promptly connected to a very pleasant lady.

After checking my current bills and discussing it with my wife we decided to make the change over to GTE

Request No. 311320T

Name WILSON ,JOHN MR.

Business Name _____

Communication Corp.

Since we owned a Motorola Star Tac, we declined the offer of a nearly free cell phone. I was told that in order to active my cell phone I would have to hang-up, call my existing carrier and then call back to the technical support line to activate my phone. I promptly did just that and called right back on the provided 1-800 number. After being on hold for nearly two hours without connecting to a human, I decided I had made a mistake by choosing GTE communication Corp., and that I did not want do business with a company that had no help to answer questions, or provide support.

I called the 1-888-RING-GTE number back and ask that they cancel the request and not change any of my services. I explained that I did not want to deal with a company that did not have sufficient staff to answer the phones and assist customers. The girl I spoke with was very pleasant, tried to take care of me, but was not able to. She stated that she would comply with my decision to cancel.

Several days later I received a letter from GTE Communications Corp. welcoming me and telling me what services had been activated. I again called the 1-888-RING-GTE and ask to make certain that the account was not being processed and ask them to leave my service alone. I was assured that they in fact had cancelled the order and nothing would be changed. I was told that the letter was automatically generated.

A few days latter I received yet another letter thanking me for ordering the GTE Internet service. I again called the 1-888-RING-GTE and ask again to make certain that they were not activating the services, and again was assured that the order had been cancelled and that the letters were automatic, (not really from a person).

Friday I had occasion to be on the east coast of Florida and pulled out my GTE calling card to make a call and found that it had been cancelled. Tonight I have spent the last two hours trying to get my service restored back to what it was before GTE Communications Corp. reeked havoc upon it. I have been told that I owe GTE Communications Corp. money as they had switched my long distance service, even after I had ask them not to.

What do I need to do in order to reverse this? as you can see I have cc'd this to the PSC, in hopes they might be able to advise me on how best to proceed.

What I would like from you is that my phone service be totally restore to its previous condition.

I want my calling card back just like it was prior to the 1st of March.

I want my long distance just like it was prior to the 1st of March.

I want my Internet to be just like it was prior to the 1st of March.

Once this is completed, I want GTE Communication Corp. to erase me from their files and never contact me

Request No. 311320T

Name WILSON ,JOHN MR.

Business Name

again.

The phone number of the affected account is 941-747-8474.

The account number was 601462.

I can be reached at any of the following numbers:

941-747-7777 daytime
941-745-4456 cell phone
941-569-0040 pager
941-747-8474 home

Thank you for your prompt attention in this matter.

John Wilson
510 133rd Street East
Bradenton, Florida 34202"

Please investigate this issue, contact the customer and provide me with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

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

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

850-410-8035 - OFFICE
850-410-8036 - PERSONAL FAX

04/04/2000 Received interim report via email. Another report should be provided by 04/12/2000. eplend1

04/12/2000 Received interim report via email. Another report will be provided by 04/13/2000. eplend1

04/13/2000 Received report via fax. eplend1

Request No. 311320T

Name WILSON ,JOHN MR.

Business Name

04/13/2000: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT CUSTOMER CONTACTED GTECC ON MARCH 1,2000 AND REQUESTED LOCAL, -LONG DISTANCE, CELLULAR , AND INTERNET SERVICES. CUSTOMER CONTACTED THE COMPANY TO CANCELLED THE ACCOUNT LATER ON THAT DAY. HOWEVER THE CUSTOMER LD SERVICE WAS ALREADY PROCESSED. A \$30.00 PREPAID CALLING CARD WAS ISSUED TO THE CUSTOMER FOR HIS USE WHILE HIS ORDER WERE BEING PROCESSED. CUSTOMER SHOULD NOT RECEIVED ANY INVOICES FROM GTECC.

6/13/2000: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

Request No. 311320T

Name WILSON ,JOHN MR.

Business Name

Request No. 311716T

Name LOPEZ ,FELIX MR.

Business Name

<p>Consumer Information</p> <p>Name: FELIX LOPEZ</p> <p>Business Name:</p> <p>Svc Address: 4610 N. ARMENIA AVE APT. #508</p> <p>County: Hillsborough Phone: (813)-673-8015</p> <p>City/Zip: Tampa / 33603-</p> <p>Account Number:</p> <p>Caller's Name: DAVID WINOKER</p> <p>Mailing Address: DAVID M. WINOKER, PA 4144 N. ARMNIA AVE SUITE 350</p> <p>City/Zip: Tampa ,FL 33607-</p> <p>Can Be Reached: (813)-877-8600</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: NOELIA SANTIAGO</p> <p>Entered By: AHASHISH</p> <p>Date: 03/23/2000</p> <p>Time: 14:36</p> <p>Via: MAIL (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: NJS</p> <p>Date: 05/24/2000</p> <p>Closeout Type: GI-07</p> <p>Apparent Rule Violation: N</p>
<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Ms. Cookie S.</p> <p>Response Needed From Company? Y</p> <p>Date Due: 04/08/2000</p> <p>Fax: 6W1,972-718-3908</p> <hr/> <p>Interim Report Received: 04/10/2000</p> <p>Reply Received: 04/10/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

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

Customer's representative states that his service was slammed without his authorization. Customer's representative states that he went to a GTE Phone Mart to drop GTE LD as his provider. Customer's representative states that he was asked to sign a form to that effect. Customer's representative states that the customer states that he signed the form and gave his Social Security number and was given the pink sheet on the form. Customer's representative states that the GTE representative filled in the form to slam the customer back to GTE LD. Customer's representative states that he wants the account canceled.

Please investigate this issue, contact the customer and provide me with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

Request No. 311716T

Name LOPEZ ,FELIX MR.

Business Name

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

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

CONTACT NUMBERS

CAF FAX: 850/413-7168

CAF Email:pscreply@psc.state.fl.us

850/410-8035-office

850/410-8036-personal fax

04/10/2000 Received interim report via email. Another report will be provided by 04/24/2000. eplend1

04/24/2000 Received report via email. eplend1

05/03/2000 Received report via fax. eplend1

5/3/2000: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT CUSTOMER WAS PROVIDED WITH A COPY OF THE REPORT . MR. LOPEZ'S LONG DISTANCE PROVIDER WAS NEVER CHANGED, THERE WAS NO NEED FOR A FOLLOWUP ACTION.

5/24/2000: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

Request No. 312608T

Name SEAGRAVES ,JOHN MR.

Business Name

Consumer Information Name: JOHN SEAGRAVES Business Name: Svc Address: 7932 RADCLIFFE CIRCLE County: Pasco Phone: (727)-848-8308 City/Zip: Port Richey / 34668- Account Number: Caller's Name: JOHN SEAGRAVES Mailing Address: 7932 RADCLIFFE CIRCLE City/Zip: PORT RICHEY ,FL 34668- Can Be Reached: (727)-848-8308	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: RANDY ROLAND Entered By: RROLAND Date: 03/30/2000 Time: 13:18 Via: PHONE (Phone/Mail/Fax/E-Mail) Prelim Type: SLAMMING PO: Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: RR Date: 04/20/2000 Closeout Type: GI-07 Apparent Rule Violation: N
	Utility Information Company Code: TI355 Company: GTE COMMUNICATIONS CORPORATION Attn. Ms. Cookie S. Response Needed From Company? Y Date Due: 04/14/2000 Fax: 6W1,972-718-3908	
	Interim Report Received: / / Reply Received: 04/14/2000 Reply Received Timely/Late: T Informal Conf.: N	

Customer states that his long distance service was switched from AT&T to GTE long distance without his authorization. Please investigate and provide the FPSC with a written response and LOA/tape by the due date.

Inquiry taken by R. Roland
rroland@psc.state.fl.us
850-410-8037 - OFFICE

PLEASE SEND YOUR RESPONSE to FPSC VIA ONE OF THE FOLLOWING:
FAX: 850/413-7168
E-mail: pscreply@psc.state.fl.us
Mail: 2540 Shumard Oak Blvd
Tallahassee, FL 32399-0867

Request No. 312608T

Name SEAGRAVES ,JOHN MR.

Business Name

04/14/2000 Received report via email. eplendl

04/20/2000 Received report via email. eplendl

04/20/2000: GTE local responded to the complaint. It was determined that customer's carrier was changed to GTELD on March 18 due to keying error that occurred in one of the GTE Phone Marts. The customer has been changed back to carrier of choice and credit of \$7.06 has been issued for the GTELD calls and monthly minimum usage fee that was billed. Credit will appear on the customer's April 22 bill. Closed with auto satisfactory letter . RRoland

Note: Could not locate the 4/14/00 response. RRoland

Request No. 312608T

Name SEAGRAVES ,JOHN MR.

Business Name

Request No. 314192T

Name

Business Name BAY AREA ENDODONTICS

<p>Consumer Information</p> <p>Name:</p> <p>Business Name: BAY AREA ENDODONTICS</p> <p>Svc Address: 1550 S HIGHLAND AVE STE A</p> <p>County: Pinellas Phone: (727)-443-3231</p> <p>City/Zip: Clearwater / 33756-</p> <p>Account Number:</p> <p>Caller's Name: CINDY MCDEE</p> <p>Mailing Address: 1550 S HIGHLAND AVE STE A</p> <p>City/Zip: CLEARWATER ,FL 33756-</p> <p>Can Be Reached:</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: VICTOR MCKAY</p> <p>Entered By: JANDERSO</p> <p>Date: 04/13/2000</p> <p>Time: 10:02</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p>
	<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Ms. Cookie S.</p> <p>Response Needed From Company? Y</p> <p>Date Due: 04/28/2000</p> <p>Fax: 6WL,972-718-3908</p>	<p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p>
	<p>Interim Report Received: / /</p> <p>Reply Received: 05/05/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	<p>Closed by: VSM</p> <p>Date: 06/15/2000</p> <p>Closeout Type: GI-99</p> <p>Apparent Rule Violation: N</p>

Customer states that she received a call from a telemarketer in October, 1999 trying to get her to switch her long distance service. Customer states that she told the telemarketer that she would review the information provided and get back with them later. Customer states that she has GTE local service and AT&T long distance service. Customer states that she has since noticed that she is receiving long distance charges for both intra- and interstate long distance from both AT&T and GTE. Customer's rate for long distance varies between 10 cents and 11 cents per minute with AT&T while the charges from GTE vary between 11 cents and 23 cents per minute. Customer has 3 lines. Customer also states that she has been billed for a toll free number that was not authorized. Customer has spoken with GTE about the toll free number and a representative by the name of Jill informed her that she would receive a credit for the charges for the toll free number, but the long distance issue has not been resolved.

Please investigate the issue and provide the PSC with the LOA or verification tape.

Request No. 314192T

Name

Business Name BAY AREA ENDODONTICS

Please send all fax and e-mail responses to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

JANDERSON

04/28/2000 Received request for extension via email. Another report should be provided by 05/05/2000.
pjohnson

05/05/2000 Received report via email. eplendl

05/23/2000 Received report via fax. eplendl

06-15-2000 The company is reporting an order was issued to change ownership of the account. The carrier of choice was GTELD for interlata and intralata. On April 26, 2000, the Intralata carrier change on 727-422-0398 from GTELD to AT&T per the carrier initiated request. On May 11, 2000, the customer requested intralata calls be rerated by GTE at .10 per minute back to October 1, 1999. They issued the customer a credit of \$5.75. This should appear on the bill within 2-3 billing cycles. Also on April 26, 200, the customer contacted the company to remove the toll free service. They issued the customer a credit of \$34.83. that appeared on the May 11, 2000 bill. Closed by letter. VMcKay.

Request No. 314192T

Name ,

Business Name BAY AREA ENDODONTICS

Request No. 314495T

Name MOUNTRAKIS ,GEORGE

Business Name

Consumer Information Name: GEORGE MOUNTRAKIS Business Name: Svc Address: 604 BAYNARD DRIVE County: Pinellas Phone: (727)-934-3774 City/Zip: Tarpon Springs / 34689- Account Number: Caller's Name: GEORGE MOUNTRAKIS Mailing Address: 604 BAYNARD DRIVE City/Zip: TARPON SPRINGS ,FL 34689- Can Be Reached:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: VICTOR MCKAY Entered By: RLOGAN Date: 04/14/2000 Time: 14:37 Via: PHONE (PHONE/MAIL/FAX/E-MAIL) Prelim Type: SLAMMING PO:
	Utility Information Company Code: TI355 Company: GTE COMMUNICATIONS CORPORATION Attn. Ms. Cookie S. Response Needed From Company? Y Date Due: 05/01/2000 Fax: 6W1,972-718-3908	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 05/26/2000 Reply Received Timely/Late: Informal Conf.: N	Closed by: Date: / / Closeout Type: Apparent Rule Violation:

Customer states that he was switched from AT&T to GTE without authorization or request. Customer states he has returned to his carrier of choice. He is disputing charges of \$917.00 that were improperly billed to him. He was charged a casual rate. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

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

05/01/2000 Received extension request via email. Another report will be provided by 05/08/2000. eplend1

Request No. 314495T

Name MOUNTRAKIS ,GEORGE

Business Name

05/05/2000 Received extension request via email. Another report will be provided by 05/15/2000. eplend1
05/19/2000 Received extension request via email. Another report will be provided by 05/26/2000. eplend1
05/26/2000 Received report via fax. eplend1

Request No. 315376T

Name BILLMAN ,RAMON MR.

Business Name _____

<p>Consumer Information</p> <p>Name: RAMON L BILLMAN</p> <p>Business Name:</p> <p>Svc Address: 1900 REEF WAY #106</p> <p>County: Osceola Phone: (407)-870-9843</p> <p>City/Zip: Kissimmee / 34741-</p> <p>Account Number:</p> <p>Caller's Name: RAMON L BILLMAN</p> <p>Mailing Address: 1900 REEF WAY #106</p> <p>City/Zip: Kissimmee ,FL 34741-</p> <p>Can Be Reached:</p>	<p>Florida Public Service Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: RANDY ROLAND</p> <p>Entered By: NCHESTER</p> <p>Date: 04/21/2000</p> <p>Time: 15:15</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: RR</p> <p>Date: 07/27/2000</p> <p>Closeout Type: GI-08</p> <p>Apparent Rule Violation: N</p>
<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Ms. Cookie S.</p> <p>Response Needed From Company? Y</p> <p>Date Due: 05/08/2000</p> <p>Fax: 6W1,972-718-3908</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 05/08/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>		

Customer states that he was switched from AT&T to GTE without authorization or request. Customer states that when he moved and changed phone numbers, he requested AT&T for his long distance carrier. He states that his previous carrier was Sprint. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

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

05/08/2000 Received report via email. eplendl

Request No. 315376T

Name BILLMAN ,RAMON MR.

Business Name _____

07/21/2000: Company's response indicates that GTELD provided long distance service for 407-870-9843 from Jan 21, 2000, until March 1, 2000. The company reports that activation and deactivation of service were result of electronic activation requests from customer's LEC. Filed separate inquiry with Sprint-Florida (325541T). Case remains open. RRoland

07/27/2000: Received response from the LEC (Sprint-Fl), acknowledging their error. Closed with auto satisfactory letter. Refer to 325541T. RRoland

Request No. 315376T

Name BILLMAN , RAMON MR.

Business Name

Request No. 315701T

Name MAXWELL ,W.A. MR.

Business Name

<p>Consumer Information</p> <p>Name: W.A. MAXWELL</p> <p>Business Name:</p> <p>Svc Address: 1566 SANDY LANE</p> <p>County: Pinellas Phone: (727)-447-6393</p> <p>City/Zip: Clearwater / 33755-</p> <p>Account Number:</p> <p>Caller's Name: JANE MAXWELL</p> <p>Mailing Address: 1566 SANDY LANE</p> <p>City/Zip: CLEARWATER ,FL 33755-</p> <p>Can Be Reached: (727)-443-0647</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: TARRAH GORDON</p> <p>Entered By: NCHESTER</p> <p>Date: 04/25/2000</p> <p>Time: 14:15</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: TVG</p> <p>Date: 11/02/2000</p> <p>Closeout Type: GI-07</p> <p>Apparent Rule Violation: N</p>
<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Ms. Cookie S.</p> <p>Response Needed From Company? Y</p> <p>Date Due: 05/10/2000</p> <p>Fax: 6W1,972-718-3908</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 05/19/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

Customer states that her brother's service was switched from GTE Florida to GTE Communications without authorization or request. Customer states that her brother will return to the carrier of his choice. Customer states that she did authorize a change for her phone number, which is in the same household. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

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

05/05/2000 Received extension request via email. Another report will be provided by 05/15/2000. eplend1

Request No. 315701T

Name MAXWELL ,W.A. MR.

Business Name

05/19/2000 Received report via email. eplend1

11/2/2000 The report indicated that GTECC understands that Mr. Maxwell's local service was displaced to the LEC, GTE Florida, on April 28, 2000. GTECC has issued credits totaling \$46.30 for the GTECC charges billed on May 13, 2000. The customer should not receive additional billing and the company is prepared to reimburse the customer for any other carrier charges incurred as a result of this complaint. Records showed that on April 19, 2000, GTECC received an inbound call from Ms. Maxwell who requested GTECC service from a GTECC direct mail solicitation. The solicitation information and reference number were submitted for migration for the telephone number associated with the solicitation. GORDON

Request No. 315701T

Name MAXWELL ,W.A. MR.

Business Name

Request No. 317754T

Name ESPINO ,MARIA MS.

Business Name

<p>Consumer Information</p> <p>Name: MARIA ESPINO</p> <p>Business Name:</p> <p>Svc Address: 3905 WARD ROAD</p> <p>County: Polk Phone: (863)-859-6241</p> <p>City/Zip: Lakeland / 33810-6</p> <p>Account Number:</p> <p>Caller's Name: MARIA ESPINO</p> <p>Mailing Address: 3905 WARD ROAD</p> <p>City/Zip: LAKELAND ,FL 33810-6317</p> <p>Can Be Reached:</p>	<p>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: VICTOR MCKAY</p> <p>Entered By: DFLORES</p> <p>Date: 05/12/2000</p> <p>Time: 15:05</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by:</p> <p>Date: / /</p> <p>Closeout Type:</p> <p>Apparent Rule Violation:</p>
<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Ms. Cookie S.</p> <p>Response Needed From Company? Y</p> <p>Date Due: 05/30/2000</p> <p>Fax: 6W1,972-718-3908</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 06/06/2000</p> <p>Reply Received Timely/Late:</p> <p>Informal Conf.: N</p>	

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

Please do not disconnect service until this investigation is completed.

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

05/31/2000 Received extension request via email. Another report should be provided by 06/06/2000. eplend1

Request No. 317754T

Name ESPINO ,MARIA MS.


Business Name

06/06/2000 Received report via e-mail. RRoland

Request No. 317754T

Name ESPINO ,MARIA MS.

Business Name



Request No. 319197T Name WEBB ,WILLIS MR. Business Name _____

Consumer Information

Name: WILLIS WEBB
 Business Name:
 Svc Address: 10410 136 STREET NORTH
 County: Pinellas Phone: (727)-596-5681
 City/Zip: Largo / 33774-
 Account Number:
 Caller's Name: ELFIE WEBB
 Mailing Address: 10410 136 STREET NORTH
 City/Zip: LARGO ,FL 33774-
 Can Be Reached:

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

Utility Information
 Company Code: TI355
 Company: VERIZON SELECT SERVICES INC.
 Attn. Ms. Cookie S.
 Response Needed From Company? Y
 Date Due: 06/09/2000
 Fax: 6W1,972-718-3908

Interim Report Received: / /
 Reply Received: 06/15/2000
 Reply Received Timely/Late: L
 Informal Conf.: N

PSC Information

Assigned To: RANDY ROLAND
 Entered By: DFLORES
 Date: 05/25/2000
 Time: 15:40
 Via: PHONE
 (Phone/Mail/Fax/E-Mail)
 Prelim Type: SLAMMING
 PO:
 Supmntl Rpt Req'd: / /
 Certified Letter Sent: / /
 Certified Letter Rec'd: / /
 Closed by: RR
 Date: 09/13/2000
 Closeout Type: GI-07
 Apparent Rule Violation: N

USTOMER STATES THAT HER LONG DISTANCE CARRIER PROVIDER WAS CHANGED FROM AT&T TO GTE COMMUNICATION.
 USTOMER STATES THAT SHE RETURNED TO THE LONG DISTANCE PROVIDER. CUSTOMER STATES THAT DUE TO THIS CHANGE
 HE LOST HER AT&T PLAN OF 10 CENTS A MINUTE AND NOW SHE GETTING BILLED 15 CENTS A MINUTE.
 LEASE INVESTIGATE THIS MATTER AND PROVIDE PSC WITH A DETAIL REPORT BY DUE DATE.

AN FLORES
 AX: 850 413 7168
 MAIL: PSCREPLY@PSC.STATE.FL.US

6/09/2000 Received interim report via e-mail. Company did not provide expected response date. RRoland
 6/15/2000: Received report via email. C. Sirianni

quest No. 319197T Name WEBB ,WILLIS MR. Business Name _____

08/21/2000: Company's response indicates customer's complaint "appears to be with local exchange company, GTE Florida." Company did not provide explanation for referring this inquiry to LEC. RRoland

08/21/2000: FAX TO COMPANY REQUEST FOR SUPPLEMENTAL RESPONSE
Please provide explanation for referring this inquiry to GTE-Florida. Customer implies that GTECC switched his "long distance" from AT&T without authorization. Please provide verification tape or LOA that authorizes the switch from AT&T to GTECC. Please respond by 8/31/2000. RRoland

08-31-2000 Reply received via e-mail. RLogan

09/13/2000: Company's response indicates that the change of long distance carrier was inadvertently keyed to the wrong account by Verizon Florida's phone mart located in Pinellas Park, Florida. According to Verizon Select, the phone mart falls under the jurisdiction of Verizon Florida. Company did not issue credits. Closing this case and filing new inquiry with Verizon Florida (335465T). RRoland

Request No. 319644T

Name BRICENO ,RAMON MR.

Business Name

<p>Consumer Information</p> <p>Name: RAMON A BRICENO</p> <p>Business Name:</p> <p>Svc Address: 3456 PARK SQUARE EAST APT #2</p> <p>County: Hillsborough Phone: (813)-972-4921</p> <p>City/Zip: Tampa / 33613-</p> <p>Account Number:</p> <p>Caller's Name: RAMON A BRICENO</p> <p>Mailing Address: 3456 PARK SQUARE EAST APT #2</p> <p>City/Zip: TAMPA ,FL 33613-</p> <p>Can Be Reached: (813)-971-1390</p>	<p>Florida Public Service</p> <p>Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard</p> <p>Tallahassee, Florida 32399</p> <p>850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: NOELIA SANTIAGO</p> <p>Entered By: NSANTIAG</p> <p>Date: 06/01/2000</p> <p>Time: 09:02</p> <p>Via: PHONE (Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: NJS</p> <p>Date: 07/18/2000</p> <p>Closeout Type: LS-13</p> <p>Apparent Rule Violation: Y</p>
<p>Utility Information</p> <p>Company Code: TI355</p> <p>Company: GTE COMMUNICATIONS CORPORATION</p> <p>Attn. Ms. Cookie S.</p> <p>Response Needed From Company? Y</p> <p>Date Due: 06/16/2000</p> <p>Fax: 6W1,972-718-3908</p>	<p>Interim Report Received: / /</p> <p>Reply Received: 06/19/2000</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

CUSTOMER STATES THE FOLLOWING:

CUSTOMER LD SERVICES WAS SWITCHED WITHOUT HIS KNOWLEDGE.

CUSTOMER PIC IS AT&T.

PLEASE PROVIDE THE PSC WITH A FULL REPORT AND A PROOF OF AUTHORIZATION.

THE TOTAL AMOUNT IN DISPUTE IS ESTIMATED AMOUNT OF \$50.00 TO \$60.00. CUSTOMER STATED THAT HE CALLED THE COMPANY WHEN HE FIRST RECEIVED A BILL BACK IN 1999 AND HE REQUESTED THE ACCOUNT CANCELLED.

06/19/2000: Received report via email. C. Sirianni

06-29-2000 Received tape via us-mail. VMcKay

6/16/2000: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT A CREDIT IN THE AMOUNT OF \$22.19 WAS ISSUED TO THE CUSTOMER, REPRESENTING THE 100% OF THE CHARGES. A THIRD PARTY VERIFICATION TAPE WAS PROVIDED AND THE

Request No. 319644T

Name BRICENO ,RAMON MR.

Business Name

CUSTOMER DID NOT AUTHORIZED THE SERVICE. THE PERSON IN THE TAPE CLAIMED TO BE THE CUSTOMER'S SISTER AND SHE CLEARLY STATED THAT SHE WAS NOT THE AUTHORIZED PARTY IN THE ACCOUNT AND SHE DID NOT WANT TO MAKE THE DECISION.

THIS CASE WILL BE CLOSED AS AN INFRACTION.

7/1/8/2000: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

Request No. 320308T

Name ELLIS ,JANIFER MRS

Business Name ELLIS INSTALLATIONS

Consumer Information

Name: JANIFER F ELLIS

Business Name: ELLIS INSTALLATIONS

Svc Address: 689 OLD BERKLEY RD

County: Polk

Phone: (863)-984-3354

City/Zip: Auburndale / 33823-

Account Number:

Caller's Name: JANIFER F ELLIS

Mailing Address: 689 OLD BERKLEY RD

City/Zip: AUBURNDALE ,FL 33823-

Can Be Reached: (863)-660-7738

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

Utility Information

Company Code: TI355

Company: GTE COMMUNICATIONS CORPORATION

Attn. Ms. Cookie S.

Response Needed From Company? Y

Date Due: 06/22/2000

Fax: 6W1,972-718-3908

Interim Report Received: / /

Reply Received: 06/21/2000

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: RANDY ROLAND

Entered By: RGILLAND

Date: 06/07/2000

Time: 10:59

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: RR

Date: 06/26/2000

Closeout Type: GI-99

Apparent Rule Violation: N

Customer states that her LD was switched from AT&T to GTE Communications in February 2000. Customer states that she started seeing charges on her account from GTE in February and contacted GTE to try to get this resolved and still has not had any satisfaction. Customer is NOT a GTE customer and needs to be removed as having an account with you. Customer is being billed \$829.58 which needs to be credited ASAP. Please remove customer from GTE and restore service back to AT&T LD. Customer also states she was treated very rudely by the GTE Communications customer service reps. Please contact customer by phone and by mail, and also contact the FPSC by the due date with a full report.

****Inquiry taken by RBGillander****

pscreply@psc.state.fl.us

850-413-6131 - OFFICE

PLEASE SEND YOUR RESPONSE to FPSC VIA ONE OF THE FOLLOWING:

Request No. 320308T

Name ELLIS ,JANIFER MRS

Business Name ELLIS INSTALLATIONS

FAX: 850/413-7168
E-mail: pscreply@psc.state.fl.us
Mail: 2540 Shumard Oak Blvd
Tallahassee, FL 32399

06/21/2000 Received report via e-mail. RRoland

06/21/2000 Company's response indicates that GTECC has no record of this customer. Attempted to contact customer. No answer, left message requesting a return call. When customer calls, need to verify company. RRoland

06/26/2000 Spoke with customer on this date. Customer not sure which GTE company she is having a problem with. She states that she did receive a credit of \$694.33. Closed. Should customer call back, ask her to fax copies of GTE billing statements. RRoland

Request No. 320308T

Name ELLIS ,JANIFER MRS

Business Name ELLIS INSTALLATIONS

Request No. 321139T

Name BUCKLEY ,H MRS

Business Name

Consumer Information Name: H BUCKLEY Business Name: Svc Address: 6780 80TH AV NORTH County: Pinellas Phone: (727)-541-1193 City/Zip: Pinellas Park / 33781- Account Number: Caller's Name: LINDA BORTON Mailing Address: 6780 80TH AV NORTH City/Zip: PINELLAS PARK ,FL 33781- Can Be Reached: (727)-595-8925	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: TARRAH GORDON Entered By: DFLORES Date: 06/15/2000 Time: 10:48 Via: PHONE (Phone/Mail/Fax/E-Mail) Prelim Type: SLAMMING PO: Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: TVG Date: 07/21/2000 Closeout Type: GI-07 Apparent Rule Violation: N
	Utility Information Company Code: TI355 Company: GTE COMMUNICATIONS CORPORATION Attn. Ms. Cookie S. Response Needed From Company? Y Date Due: 07/07/2000 Fax: 6W1,972-718-3908	
	Interim Report Received: / / Reply Received: 07/07/2000 Reply Received Timely/Late: T Informal Conf.: N	

Customer states that GTE established long distance service without her authorization or request. Customer states she does not want long distance service. According to her daughter, she is an elderly person that is disabled and is not capable of having a long distance provider. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

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

07-07-2000 Response received via e-mail. VMcKay.

Request No. 321139T

Name BUCKLEY ,H MRS

Business Name

07/21/00 The report indicated that service began on 12/16/99 after receiving an inbound phone call from Ms. Buckley requesting Package A which included, 60 minutes LD and two features. GTECC received a displacement notification from the LEC and deactivated on 2/8/00. Ms. Buckley continues to have LD service through GTELD since a new LD carrier has not been selected.

A credit totaling \$3.95 representing 100% reimbursement for monthly recurring charges billed after the displacement date. The balance on the account is \$85.26 for service provided from December 16, 99 through January 31, 2000. A rep tried to contact the customer but left a message. Should the customer have any other questions, she should contact Ms. Anita Shepart at 888-483-5227 extension 0661.

Based on the reviewed information it appears that no violation has occurred and it appears that the company has issued a credit for the improperly billed charges. The customer will be sent a non-slam letter. TGORDON