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

Re: Docket No. 001455-TX

Dear Ms. Bayo:

This is our settlement letter in regards to the above docket number on behalf of DPI Teleconnect. For the 2000 Florida Regulatory Assessment Fee, we had inadvertently neglected to include the \$50 minimum fee. Paula Isler from the Bureau of Service Evaluation & Compliance had called us in October to inform us of this oversight. Unfortunately, we had changed our phone extensions the same time Paula had called. Thus, we did not return her call nor did we receive any future calls because of the changed phone extensions even though Paula did try a few more times. On January 18, 2001, Paula called DPI Teleconnect explaining the situation. Immediately following, DPI Teleconnect contacted me directly. The same day, I contacted Paula Isler to remedy the situation with the 2000 Fee that was past due. I explained what happened to Paula and apologized to her that we did not return her phone calls. At this time, I also provided Paula with my direct phone number and email address if she had any further issues or questions. The same day, I overnighted the check due to Florida for the \$50 plus penalties and interest. I also explained that this oversight will not happen again. Steps taken to prevent this from happening again include better voicemail capabilities if phone extensions change and a meeting with all of our tax analysts on the proper procedures for handling the Regulatory Assessment Fee Return.

I would like to ask that the Florida Public Service Commission look upon DPI Teleconnect in a favorable way. As we handle DPI's tax filings, this was our mistake. We respectfully ask that the fine imposed for this violation be waived or reduced as we have taken numerous steps to correct the above problems. We will respect whatever decision is made by the Commission.

I would like to thank Paula Isler for her assistance in clearing up this matter. Paula was extremely helpful and courteous over the phone. I would also like to thank you for your time in reading this letter.

Sincerely,

Ken Hoekstra
Attorney-In-Fact for DPI Teleconnect

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