

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by Citizens of State of Florida for investigation of Talk America Inc. and its affiliate, The Other Phone Company, Inc. d/b/a Access One Communications, for willful violation of Rule 25-4.118, F.A.C.

DOCKET NO. 010409-TP

In re: Investigation of possible violation of Commission Rules 25-4.118 and 25-24.110, F.A.C., or Chapter 364, F.S., by The Other Phone Company, Inc. d/b/a Access One Communications, holder of ALEC Certificate No. 4099, and Talk America Inc, holder of ALEC Certificate No. 4692.

DOCKET NO. 010564-TX
FILED:

COMMISSION STAFF'S RESPONSE TO TALK AMERICA, INC.'S MOTION FOR CLARIFICATION AND EXTENSION OF TIME

Commission staff (staff), by and through undersigned counsel, pursuant to Rule 28-106.204, Florida Administrative Code, hereby files its response to Talk America, Inc.'s Motion for Clarification and Extension of Time, and as grounds therefore states:

1. On November 1, 2001, Talk America filed its Motion for Clarification of Order No. PSC-01-2107-SC-TP, issued October 23, 2001, in this docket (the Show Cause Order). Talk America requests that the Commission clarify its Order by providing more specific information as to each apparent rule violation necessary to enable

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DOCKETS NOS. 010409-TP, 010564-TX

Talk America to respond as directed and extend the time for filing its response.

2. Specifically, Talk America argues that no list or schedule detailing the specific complaints that form the basis of these apparent violations or providing the information necessary and required to enable Talk America to respond adequately and accurately to each of the specific allegations is included in the Show Cause Order. Talk America contends that although Commission staff provided a list of complaints during the course of the investigation, Talk America is unable to use this information because the staff's lists track the complaints by an internally assigned complaint number. Therefore, Talk America argues that it is unable to respond to the allegations specifically until it receives an accurate list of the customer names and billing telephone numbers associated with each complaint that forms the basis for the rule violations. Further, Talk America requests clarification concerning whether each complaint forms the basis for a single violation or multiple violations.

3. Staff believes that the Show Cause Order contains sufficient information which enables Talk America to provide an appropriate response to the Order. However, staff agrees that the

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Show Cause Order does not contain a list or schedule that specifically identifies the complaints that form the basis of each violation. Even though Talk America received several lists that identified the customer complaints during the course of the investigation, as the company admits, staff does not object to a list that identifies the specific complaints at issue being included as part of the Order. Accordingly, attached to this response is a list of Talk America's apparent violations by the complaint number and categorized under the applicable violation.

4. Staff disagrees, however, that in order for Talk America to appropriately respond to the Show Cause Order, the violations must be identified by billing telephone number, and customer name. As acknowledged by Talk America, the Commission does not track the complaints by either the customer name or billing number but rather by the complaint number assigned by the Division of Consumer Affairs. In order to meet Talk America's request, staff would have to create a computer program to cull out the information in the format requested by Talk America. As long as Talk America has the violations identified by complaint number, staff believes that Talk America has sufficient information upon which to base its specific response to the violations identified in the Show Cause Order.

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The complaint number can be matched to the customer complaint form generated by the Division of Consumer Affairs, which contains the customer's identifying information. Although staff believes it is unnecessary and too cumbersome to attach these forms to the Order, staff is willing to provide additional copies of the forms to Talk America that correspond to the appropriate complaint number. This procedure would provide Talk America with the additional information it seeks without requiring the Commission to generate a special report.

5. Staff notes that each of the violations identified in the Show Cause Order relates to a single complaint. In other words, the Show Cause Order was based on one violation per complaint. Since no list or schedule was attached to the Order, staff understands that this may have created confusion as to whether the complaints formed the basis of a single or multiple violations. Staff believes that if the Commission clarifies the Show Cause Order to include a list of the violations by the complaint number, it will be clear that each complaint forms the basis for a single violation.

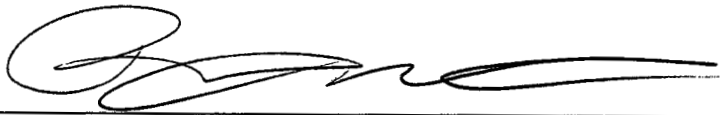
6. Staff does not object to Talk America's Motion for Extension of Time to file its response to the Show Cause Order.

COMMISSION STAFF'S RESPONSE TO TALK AMERICA, INC.'S
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DOCKETS NOS. 010409-TP, 010564-TX

Staff is willing to provide copies of the complaint forms to Talk America as soon as practicable to assist the company in its response.

WHEREFORE, Commission staff requests that the Commission grant, in part, and deny, in part, Talk America's Motion for Clarification as discussed above.

Respectfully Submitted this 8th day of November, 2001.



Patricia A. Christensen, Senior Attorney
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(850) 413-6199

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by Citizens of State of Florida for investigation of Talk America Inc. and its affiliate, The Other Phone Company, Inc. d/b/a Access One Communications, for willful violation of Rule 25-4.118, F.A.C.

DOCKET NO. 010409-TP

In re: Investigation of possible violation of Commission Rules 25-4.118 and 25-24.110, F.A.C., or Chapter 364, F.S., by The Other Phone Company, Inc. d/b/a Access One Communications, holder of ALEC Certificate No. 4099, and Talk America Inc, holder of ALEC Certificate No. 4692.

DOCKET NO. 010564-TX
FILED:

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of COMMISSION STAFF'S RESPONSE TO TALK AMERICA, INC.'S MOTION FOR CLARIFICATION AND EXTENSION OF TIME has been furnished by regular U.S. Mail and facsimile to Norman H. Horton, Jr., Esquire, P.O. Box 1876, Tallahassee, Florida 32302-1876, and to Charles Beck, Esquire, Office of Public Counsel, c/o The Florida Legislature, 111th West Madison Street, Tallahassee, Florida 32399-1400 this day ___ of November, 2001.



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ISSUE 1**SLAMMING - APPARENT VIOLATION OF RULE 25-4.118, F.A.C. (522)****COMPANY DID NOT PROVIDE LOA OR TPV (154)**

Rule 25-4.118(1) & (2), F.A.C.

TI076 (85)

<u>CATS #</u>	<u>Rec'd Date</u>
271050	08/03/1999
272722	08/10/1999
275981	08/27/1999
276092	08/27/1999
279257	09/17/1999
297989	12/29/1999
302485	01/25/2000
304624	02/04/2000
304932	02/08/2000
305006	02/08/2000
305225	02/10/2000
306691	02/21/2000
307682	02/28/2000
308540	03/06/2000
308546	03/06/2000
311142	03/20/2000
312297	03/28/2000
312418	03/29/2000
313523	04/07/2000
314012	04/12/2000
314345	04/13/2000
315754	04/26/2000
316340	05/01/2000
317022	05/08/2000
318125	05/16/2000
319137	05/25/2000
319938	06/05/2000
320252	06/07/2000
320735	06/12/2000
321698	06/21/2000
321922	06/22/2000
324168	07/14/2000
325536	08/22/2000
326331	07/25/2000
329283	08/08/2000
331036	08/17/2000
331302	08/18/2000
331390	08/18/2000
331876	08/22/2000
334339	09/07/2000
335033	09/11/2000
335142	09/11/2000
337007	09/21/2000
337848	09/27/2000
338902	10/03/2000
340302	10/10/2000
340924	10/13/2000
342491	10/24/2000
342589	10/24/2000
342775	10/25/2000
343062	10/26/2000

343725	10/31/2000
347224	11/27/2000
348387	12/04/2000
348814	12/06/2000
349488	12/11/2000
350924	12/18/2000
350930	12/18/2000
352096	12/26/2000
352272	12/26/2000
352429	12/27/2000
352990	12/29/2000
353492	01/03/2001
354368	01/08/2001
355520	01/12/2001
355700	01/16/2001
355753	01/16/2001
355765	01/16/2001
356198	01/17/2001
357005	01/22/2001
358078	01/25/2001
359098	01/30/2001
361276	02/09/2001
361408	02/09/2001
363838	02/22/2001
364097	02/22/2001
365546	03/01/2001
366507	03/07/2001
366557	03/07/2001
366939	03/08/2001
368364	03/15/2001
369053	03/19/2001
369688	03/21/2001
369825	03/22/2001
371240	03/28/2001

TX036 (46)

<u>CATS #</u>	<u>Rec'd Date</u>
321639	06/20/2000
322327	06/27/2000
322338	06/27/2000
323547	07/11/2000
325605	07/21/2000
329032	08/07/2000
331757	08/22/2000
331842	08/22/2000
332712	08/28/2000
337621	09/26/2000
341604	10/18/2000
343297	10/27/2000
343714	10/31/2000
344566	11/06/2000
344721	11/07/2000
347537	11/29/2000
347567	11/29/2000
347832	11/30/2000
348286	12/04/2000
348310	12/04/2000
348347	12/04/2000
348669	12/05/2000

348812	12/06/2000
349129	12/07/2000
349413	12/11/2000
349847	12/11/2000
350180	12/14/2000
350396	12/14/2000
350902	12/18/2000
351051	12/19/2000
354019	01/05/2001
355292	01/11/2001
355706	01/16/2001
355787	01/16/2001
360974	02/08/2001
361145	02/08/2001
366505	03/07/2001
369031	03/19/2001
373918	04/12/2001
375429	04/19/2001
329297	08/08/2000
340303	10/10/2000
353787	01/04/2001
364663	02/26/2001
371211	03/28/2001
374683	04/17/2001

TX082 (21)

<u>CATS #</u>	<u>Date Rec'd</u>
266170	07/01/1999
274325	08/18/1999
314226	04/13/2000
318522	05/19/2000
321047	06/14/2000
321404	06/19/2000
323484	07/10/2000
331787	08/22/2000
334178	09/06/2000
344211	11/02/2000
344646	11/06/2000
346039	11/16/2000
346850	11/22/2000
349688	12/11/2000
360054	02/05/2001
363471	02/21/2001
369547	03/21/2000
320289	06/07/2000
370321	03/23/2001
370459	03/26/2001
374964	04/17/2001

TI619 (2)

<u>CATS #</u>	<u>Date Rec'd</u>
272038	08/06/1999
363833	02/22/2001

COMPANY RESUBMITTED PIC CHANGE AFTER CANCELLATION (10)

Rule 25-4.118(2)(b), F.A.C.

TI076 (6)

<u>CATS #</u>	<u>Date Rec'd</u>
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302130	01/24/2000
313954	04/11/2000
336778	09/19/2000
337777	09/26/2000
346650	11/21/2000
361241	02/09/2001

TX036 (3)

<u>CATS #</u>	<u>Date Rec'd</u>
339906	10/09/2000
367932	03/14/2001
371567	03/30/2001

TX082 (1)

<u>CATS #</u>	<u>Date Rec'd</u>
352802	12/28/2000

TPV does not contain all the information required to make a valid verification. (100)
Rule 25-4.118(2)(c)(2), F.A.C.

TI076 (45)

<u>CATS #</u>	<u>Date Rec'd</u>
278206	09/10/1999
278510	09/13/1999
305037	02/09/2000
307872	02/29/2000
309813	03/10/2000
310206	03/14/2000
310726	03/16/2000
311522	03/22/2000
311617	03/23/2000
314597	04/14/2000
315349	04/21/2000
319416	05/30/2000
320735	06/12/2000
324287	07/17/2000
324889	07/18/2000
327612	07/31/2000
328327	08/02/2000
329829	08/10/2000
335263	09/12/2000
337076	09/21/2000
338618	10/02/2000
339195	10/04/2000
339408	10/05/2000
340627	10/12/2000
342693	10/24/2000
343882	11/01/2000
345583	11/14/2000
345892	11/15/2000
347814	11/30/2000
350830	12/18/2000
351200	12/19/2000
354605	01/09/2001
355476	01/12/2001
358899	01/30/2001
362896	02/16/2001
363579	02/21/2001
364374	02/26/2001

365979	03/05/2001
368364	03/15/2001
369188	03/20/2001
369200	03/20/2001
369286	03/20/2001
371440	03/29/2001
371909	04/02/2001
371988	04/02/2001

TX036 (32)

<u>CATS #</u>	<u>Date Rec'd</u>
321977	06/23/2000
323543	07/11/2000
325995	07/24/2000
327306	07/28/2000
328094	08/01/2000
333519	08/31/2000
336617	09/19/2000
339766	10/06/2000
344354	11/03/2000
344563	11/06/2000
346021	11/16/2000
347813	11/30/2000
348291	12/04/2000
348776	12/06/2000
350548	12/15/2000
353304	01/02/2001
353452	01/03/2001
353661	01/04/2001
354082	01/05/2001
355112	01/10/2001
355784	01/16/2001
356021	01/17/2001
357654	01/24/2001
357959	01/25/2001
358818	01/29/2001
358822	01/29/2001
361926	02/13/2001
362169	02/14/2001
364989	02/27/2001
365978	03/05/2001
366823	03/08/2001
366897	03/08/2001

TX082 (23)

<u>CATS #</u>	<u>Date Rec'd</u>
317706	05/12/2000
318050	05/16/2000
320843	06/13/2000
321884	06/22/2000
323403	07/10/2000
323459	07/10/2000
326619	07/26/2000
327880	08/01/2000
328966	08/04/2000
330904	08/16/2000
334519	09/07/2000
335537	09/13/2000
336521	09/19/2000

337683 09/26/2000
 340626 10/12/2000
 342604 10/24/2000
 345381 11/13/2000
 348595 12/05/2000
 354104 01/05/2001
 355002 01/10/2001
 358479 01/29/2001
 360819 02/07/2001
 363026 02/19/2001

LOA CHECK PROVIDED IS NOT VALID DUE TO INCORRECT CUSTOMER INFORMATION, OR LACK OF SIGNATURE (122)

Rule 25-4.118(3)(a), F.A.C.

LOA CHECK IS ALSO MISLEADING AND DECEPTIVE

Rule 25-4.118(4), F.A.C.

LOA check is not valid (no signature, wrong name, etc.) (27)

TI076 (12)

CATS #	Date Rec'd
310739	03/16/2000
311729	03/23/2000
314009	04/12/2000
318843	05/23/2000
319497	05/31/2000
320355	06/07/2000
339532	10/05/2000
342238	10/23/2000
350155	12/13/2000
350978	12/18/2000
351452	12/20/2000
355161	01/11/2001

TX036 (9)

CATS #	Date Rec'd
321024	06/14/2000
328544	08/03/2000
337474	09/25/2000
339649	10/06/2000
341511	10/17/2000
344258	11/03/2000
348321	12/04/2000
356569	01/19/2001
360720	02/07/2001

TX082 (6)

CATS #	Date Rec'd
321818	06/22/2000
328320	08/02/2000
336902	09/20/2000
343587	10/30/2000
347528	11/29/2000
354818	01/09/2001

Intended customer did not cash LOA check - phone number to customer name mismatch (95)

TI076 (43)

CATS #	Date Rec'd
284187	10/15/1999

302207	01/24/2000
306272	02/17/2000
306927	02/22/2000
307029	02/23/2000
309911	03/13/2000
312590	03/30/2000
312689	03/31/2000
313511	04/07/2000
314702	04/17/2000
321062	06/14/2000
327453	07/31/2000
329432	08/08/2000
335121	09/11/2000
338184	09/28/2000
338314	09/29/2000
340443	10/11/2000
342377	10/23/2000
342841	10/25/2000
342956	10/26/2000
344208	11/02/2000
344573	11/06/2000
346993	11/27/2000
348088	12/01/2000
348689	12/05/2000
349249	12/08/2000
351408	12/20/2000
351883	12/21/2000
353168	01/02/2001
353504	01/03/2001
355206	01/11/2001
355685	01/16/2001
356820	01/22/2001
359910	02/02/2001
361289	02/09/2001
361324	02/09/2001
361405	02/09/2001
362204	02/14/2001
365198	02/28/2001
367096	03/09/2001
368443	03/15/2001
371554	03/30/2001
372286	04/04/2001

TX036 (31)

CATS #	Date Rec'd
332495	08/25/2000
335703	09/14/2000
336644	09/19/2000
336762	09/19/2000
336978	09/20/2000
337503	09/25/2000
343758	10/31/2000
344383	11/03/2000
344555	11/06/2000
348460	12/05/2000
348940	12/06/2000
349825	12/12/2000
353502	01/03/2001
355201	01/11/2001

355458 01/12/2001
 357129 01/22/2001
 357405 01/23/2001
 357875 01/25/2001
 359236 01/31/2001
 359605 02/01/2001
 360826 02/07/2001
 367096 03/09/2001
 368294 03/15/2001
 368355 03/15/2001
 369160 03/20/2001
 370498 03/26/2001
 370533 03/26/2001
 371064 03/28/2001
 371584 03/30/2001
 373223 04/09/2001
 374479 04/16/2001

TX082 (20)

CATS #	Date Rec'd
321644	06/20/2000
329220	08/07/2000
330233	08/14/2000
330551	08/15/2000
338199	09/28/2000
341074	10/16/2000
341853	10/19/2000
342978	10/26/2000
344879	11/07/2000
344912	11/08/2000
346584	11/21/2000
347244	11/27/2000
347363	11/28/2000
347379	11/28/2000
349259	12/08/2000
352011	12/22/2000
355821	01/16/2001
358463	01/29/2001
363658	02/20/2001
373020	04/09/2001

TI619 (1)

CATS #	Date Rec'd
331014	08/17/2000

CUSTOMER AUTHORIZED ONLY ONE TYPE OF SERVICE OR ONE LINE; MORE THAN ONE SWITCHED (23)
 Rule 25-4.118(3)(a)1. & 2., F.A.C.

TI076 (16)

CATS #	Date Rec'd
267489	07/13/1999
267573	07/29/1999
270289	07/29/1999
298854	01/04/2000
299099	01/06/2000
299528	01/07/2000
310079	03/13/2000
311521	03/22/2000
317060	05/08/2000

320099	06/06/2000
321048	06/14/2000
321301	06/16/2000
321635	06/20/2000
325031	07/19/2000
362686	02/16/2001
369022	03/19/2001

TX036 (7)

<u>CATS #</u>	<u>Date Rec'd</u>
305797	02/14/2000
334000	09/05/2000
335038	09/11/2000
337491	09/25/2000
337847	09/27/2000
353981	01/05/2001
374122	04/12/2001

CUSTOMER INITIATED CALL TO LEC OR LEC PIC'D COMPANY'S CIC; NO VERIFICATION DATA PROVIDED (14)
Rule 25-4.118(2)(b), F.A.C.

TX036 (14)

<u>CATS #</u>	<u>Date Rec'd</u>
267933	07/16/1999
280031	09/22/1999
307597	02/28/2000
309173	03/08/2000
309998	03/13/2000
311364	03/21/2000
311645	03/23/2000
318483	05/19/2000
323859	07/13/2000
325410	07/20/2000
327499	07/31/2000
329168	08/07/2000
363231	02/20/2001
371762	04/02/2001

MARKETING - APPARENT VIOLATION OF RULE 25-4.118(4) & (9), F.A.C. (99)

Telemarketers misquoted rates or inducements to convince customers to switch (36)

TI076 (29)

<u>CATS #</u>	<u>Date Rec'd</u>
298977	01/05/2000
299704	01/10/2000
306561	02/18/2000
310946	03/17/2000
311680	03/23/2000
312522	03/30/2000
315445	04/24/2000
319750	06/01/2000
327904	08/01/2000
328352	08/03/2000
337043	09/21/2000
340874	10/13/2000
342229	10/23/2000
343365	10/30/2000
343952	11/01/2000

344642	11/06/2000
345040	11/08/2000
347027	11/27/2000
347426	11/28/2000
353840	01/04/2001
355051	01/10/2001
355076	01/10/2001
355536	01/12/2001
356679	01/19/2001
360128	02/05/2001
361715	02/12/2001
366195	03/06/2001
369165	03/20/2001
369294	03/20/2001

TX036 (7)

CATS #	Date Rec'd
336499	09/18/2000
339032	10/03/2000
343831	10/31/2000
344144	11/02/2000
346746	11/21/2000
355438	01/12/2001
367854	03/13/2001

Customer not receiving local toll extended calling plan as company indicated and swithing intraLATA without authorization (43)

TI076 (34)

CATS #	Date Rec'd
275289	08/24/1999
277155	09/02/1999
277962	09/09/1999
280151	09/22/1999
281461	09/29/1999
281760	10/01/1999
287087	10/29/1999
295302	12/10/1999
296958	12/21/1999
299089	01/06/2000
301498	01/19/2000
301929	01/21/2000
304221	02/03/2000
304987	02/08/2000
306844	02/22/2000
307303	02/24/2000
308037	03/01/2000
308456	03/03/2000
308953	03/07/2000
311718	03/23/2000
312443	03/29/2000
312584	03/30/2000
313202	04/04/2000
313986	04/12/2000
328181	08/01/2000
343061	10/26/2000
343181	10/27/2000
345544	11/14/2000
349443	01/05/2001

354000	01/17/2001
356230	01/29/2001
358556	01/29/2001
360677	02/07/2001
360966	02/08/2001

TX036 (9)

<u>CATS #</u>	<u>Date Rec'd</u>
332350	08/24/2000
338032	09/27/2000
339845	10/06/2000
340969	10/13/2000
342242	10/23/2000
343721	10/31/2000
345463	11/13/2000
347324	11/28/2000
367013	03/09/2001

Customers switched to Talk.com based on misleading information presented during telemarketing (20)

TI076 (14)

<u>CATS #</u>	<u>Date Rec'd</u>
276764	09/01/1999
284367	10/15/1999
309781	03/10/2000
311539	03/22/2000
323177	07/06/2000
326830	07/26/2000
327874	08/01/2000
342037	10/20/2000
345832	11/15/2000
354025	01/05/2001
356385	01/18/2001
359188	01/31/2001
366145	03/05/2001
370211	03/23/2001

TX036 (6)

<u>CATS #</u>	<u>Date Rec'd</u>
336076	09/15/2000
353358	01/03/2001
355351	01/11/2001
359243	01/31/2001
369997	03/22/2001
372129	04/03/2001

ISSUE 2

APPARENT VIOLATIONS OF SECTION 364.604, FLORIDA STATUTES (105)

BILLING ERROR (duplicate charges) (32)

TI076 (19)

<u>CATS #</u>	<u>Date Rec'd</u>
272401	08/09/1999
299068	01/05/2000
299410	01/07/2000
304038	02/02/2000
315186	04/20/2000
315518	04/24/2000

316118	04/28/2000
320046	06/05/2000
326585	07/26/2000
333528	08/31/2000
336664	09/19/2000
339252	10/04/2000
351075	12/19/2000
351607	12/20/2000
363232	02/20/2001
364625	02/26/2001
364922	02/27/2001
367165	03/09/2001
370982	03/28/2001

TX036 (12)

<u>CATS #</u>	<u>Date Rec'd</u>
305015	02/08/2000
354802	01/09/2001
355356	01/12/2001
356221	01/17/2001
362344	02/14/2001
363178	02/19/2001
369087	03/19/2001
370152	03/23/2001
370375	03/26/2001
370719	03/27/2001
374011	04/12/2001
375095	04/18/2001

TX082 (1)

<u>CATS #</u>	<u>Date Rec'd</u>
290722	11/17/1999

BILLED CUSTOMERS PRIOR TO PROVISIONING SERVICE (18)**TI076 (4)**

<u>CATS #</u>	<u>Date Rec'd</u>
341254	10/16/2000
349662	12/11/2000
350942	12/18/2000
352516	12/27/2000

TX036 (13)

<u>CATS #</u>	<u>Date Rec'd</u>
337070	09/21/2000
344128	11/02/2000
347345	11/28/2000
348233	12/04/2000
352659	12/28/2000
353181	01/02/2001
354737	01/09/2001
368532	03/16/2001
368922	03/19/2001
369597	03/21/2001
370606	03/26/2001
371378	03/29/2001
372270	04/03/2001

TX082 (1)

<u>CATS #</u>	<u>Date Rec'd</u>
350415	12/15/2000

BILLING FOR CALLING FEATURES CUSTOMER DID NOT ORDER OR AUTHORIZE (5)
 Section 364.604(2), Florida Statutes

TX036 (3)

<u>CATS #</u>	<u>Date Rec'd</u>
340330	10/11/2000
341938	10/19/2000
365430	03/01/2001

TX082 (2)

<u>CATS #</u>	<u>Date Rec'd</u>
351983	12/22/2000
358867	01/30/2001

BILLING ERRONEOUSLY ON SEPARATE BILLS (50)
 Section 364.604(2), Florida Statutes

TI076 (38)

<u>CATS #</u>	<u>Date Rec'd</u>
312962	04/03/2000
315429	04/24/2000
322526	06/29/2000
323684	07/12/2000
329147	08/07/2000
332996	08/29/2000
334659	09/08/2000
335017	09/11/2000
335108	09/11/2000
335147	09/11/2000
335192	09/12/2000
335256	09/12/2000
335264	09/12/2000
335557	09/13/2000
335589	09/13/2000
335628	09/13/2000
335897	09/14/2000
335914	09/14/2000
336008	09/15/2000
336399	09/18/2000
336528	09/19/2000
336543	09/18/2000
336549	09/19/2000
338011	09/27/2000
339178	10/04/2000
339207	10/04/2000
339216	10/04/2000
345628	11/14/2000
346587	11/21/2000
352263	12/26/2000
353974	01/05/2001
354981	01/10/2001
357699	01/24/2001
357796	01/24/2001
358190	01/26/2001
358506	01/29/2001
369245	03/20/2001

369811 03/22/2001

TX036 (6)

CATS #	Date Rec'd
341893	10/19/2000
343245	10/27/2000
345748	11/14/2000
360800	02/07/2001
369275	03/20/2001
369456	03/20/2001

TX082 (4)

CATS #	Date Rec'd
317276	05/09/2000
320270	06/07/2000
322553	06/29/2000
329317	08/08/2000

TI619 (2)

CATS #	Date Rec'd
323416	07/10/2000
333298	08/30/2000

ISSUE 3**APPARENT VIOLATION OF RULE 25-22.032(5)(A), F.A.C. (30)****TX082 (25)**

CATS #	Date Rec'd
318929	05/23/2000
319281	05/26/2000
319478	05/30/2000
319505	05/31/2000
319660	06/01/2000
319864	06/02/2000
322154	06/26/2000
322464	06/28/2000
322620	06/29/2000
324517	07/17/2000
324714	07/18/2000
324956	07/19/2000
325564	07/21/2000
325986	07/24/2000
332679	08/28/2000
335472	09/13/2000
337398	09/25/2000
339480	10/05/2000
339520	10/05/2000
342979	10/26/2000
343583	10/30/2000
344526	11/03/2000
345002	11/08/2000
345523	11/13/2000
346252	11/17/2000

TI619 (5)

CATS #	Date Rec'd
321148	06/15/2000
322104	06/26/2000
322836	07/03/2000

323108	07/06/2000
323747	07/12/2000