

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 001295-TI Date Docketed: 09/01/2000 Title: Cancellation by Florida Public Service Commission of IXC Certificate No. 5317 issued to Money Travel Services of Florida, Inc. for violation of Rule 25-4.0161, F.A.C., Regulatory Assessment Fees; Telecommunications Companies.
 Company: Money Travel Services of Florida, Inc.

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: _____
 ("() " indicates OPR) ADM AFA APP CAF (CMP) CMU EAG ECR GCL LEG PAI RAR RGO SER WAW
X _____ _____ _____ _____ X _____ _____ _____ _____ _____ _____ _____

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module Bl(k)

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level**

| Staff Assignments | |
|-------------------|------------------|
| OPR Staff | <u>P Isler</u> |
| Staff Counsel | <u>J Elliott</u> |
| OCRs () | |
| () | |
| () | |
| () | |
| () | |

| | Due Dates | |
|---|-----------|------------|
| | Previous | Current |
| 0 | | |
| 1. Staff Recommendation | NONE | 11/20/2000 |
| 2. Agenda | NONE | 12/05/2000 |
| 3. PAA Order - PSC Certificate Cancellation | NONE | 12/26/2000 |
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Recommended assignments for hearing and/or deciding this case:
 Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____
 Date filed with RAR: 09/08/2000
 Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

| Commissioners | | | | | | Hrg. Exam. | Staff |
|---------------|----|----|----|----|----|------------|-------|
| ALL | DS | JC | JB | BZ | XX | | |
| X | | | | | | | |

- Prehearing Officer

| Commissioners | | | | | ADM |
|---------------|----|----|----|----|-----|
| DS | JC | JB | BZ | XX | |
| | | | | | X |

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: JD Tom
 Date: 09/08/2000



01295-TI

November 10, 2000

PUBLIC SERVICE COMMISSION

Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

To Whom It May Concern:

This is a follow up to the three complaints that we have been received:

Mr. Pierre R. Laguerre

Case No. 316740T

Nov. 6, 2000. I left Mr. Laguerre a message in his recorder at approximately 3:11 P.M.

Nov. 7, 2000. He returned my call and I apologized. We agreed to mail him a prepaid Calling Card in the amount of \$20.00.

Nov. 8, 2000. I mailed him a \$20.00 pre-paid calling Card.

Mr. Tony Z. Gomez Jr.

Case No.322401 T

Nov. 3, 2000. I left Mr. Gomez Jr. a message at approximately 11:05 A.M.

Nov. 6, 2000. I called to Mr. Gomez Jr. again and left a second recorder message at 3:11 P.M.

Nov. 7, 2000. Mr. Gomez Jr. called me, I spoke with him. He agreed to receive a pre-paid calling card in the amount of \$20.00.

Nov. 8, 2000. I mailed Mr. Gomez a \$20.00 pre-paid calling card.

Miss. Yolanda Medina

Case No. 322310 T

Nov. 3, 2000. I left a message to Miss. Yolanda Gomez at 305-554-4952 at 11:41 A.M.

Nov. 6, 2000. I left a second message to Miss. Medina and explained in the recorder what it was about. It was at approximately 10:35 A.M.

Nov.7, 2000. I tried again to speak with Miss. Medina and I did not get in a touch with her. (12:10 P.M.

Nov. 8, 2000. I left another recorder message at approximately 10:36 A.M.

Nov. 9, 2000. Message at 10:26, and I left a clear explanation about why I was calling her every single day and the importance that she call me back. (It was at approximately 10:25 A.M.

Nov. 10, 2000. I called at approximately 10:10 A.M. and left one more message.

As you can advise we have been calling **Miss Yolanda Medina** to offer her a refund and to apologize for the inconvenience. We haven't received any calls back from her.

Thank you for your attention to this matter and if you should have any questions, please contact me at 305-642-0798.

Regards,



Carlos Durán
President



735 N.W. 22nd Avenue • Miami, Florida 33125 • Tel: (305) 644-0066 • Fax: (305) 644-0035

November 7, 2000

Tony Z. Gomez, Jr.
9390 West Flagler Street
Apt. # 121
Miami, Florida 33174

Dear Mr. Gomez:

By this mean we would like to apologize to you for any inconveniences you have encountered. We firmly believes in customer satisfaction and would like to offer a refund for the cost you may have paid in your calling card.

Please accept our sincerest apologies and a pre-paid calling card in the amount of \$20.00 as we agreed in our conversation of today November 7, 2000 at 10:20 A.M.

If you should have any questions, please feel free to contact me at 305-642-0798.

Sincerely,

A handwritten signature in black ink, appearing to read "Carlos Duran", is written over a horizontal line. The signature is fluid and cursive.

Carlos Duran



735 N.W. 22nd Avenue • Miami, Florida 33125 • Tel: (305) 644-0066 • Fax: (305) 644-0035

November 7, 2000

Pierre R. Laguerre
3950 N 56th Avenue
Apt. 402
Hollywood, Florida 33021

Dear Mr. Laguerre:

By this mean we would like to apologize to you for any inconveniences you have encountered. We firmly believes in customer satisfaction and would like to offer a refund for the cost you may have paid in your calling card.

Please accept our sincerest apologies and a pre-paid calling card in the amount of **\$20.00** as we agreed in our conversation of today November 7, 2000 at 10:20 A.M.

If you should have any questions, please feel free to contact me at 305-642-0798.

Sincerely,

A handwritten signature in black ink, appearing to read "Carlos Duran", is written over a large, stylized, looping flourish that extends to the right and then curves back down to the left, framing the signature.

Carlos Duran

RAR Official Filing:

2/5/01***1:14 PM*****Matilda Sanders*****1**

Matilda Sanders

AS - 6317

From: LaSandra Givens
Sent: Monday, February 05, 2001 1:12 PM
To: RAR - Orders-Notices; Della Fordham; Janet Harrison
Subject: Orders

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The following orders were sent to Records electronically.

| Docket No. | File Name |
|--|------------------|
| 010066-TP | 010066or.jae |
| 001295-TI | 001295or.jae |
| 001316-TI, 001356-TI, 001359-TI 001316co.jae | |
| 001211-TI, 001270-TI | 001211or.jae |
| 001373-TP | 001373or.jae |

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| DOCUMENT NO. |
| 16557-01 |