Case Assignment and Scheduling Record

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

| Docket No. <u>001</u> | 295-TI | | Date Doo | cketed | 09/01 | /2000 | Title: | Cance | llatio | n by | Flori | da Pu | blic | Servi | ice Co | ommiss | ion of I | 1XC | |
|-------------------------------------|---|---------|----------------------|---------|------------|--------------------|-----------|---------|---|-------|--------------|-------|-------|---|--------|------------|---|--|--|
| Company: Money | Travel | Servi | ces of F | lorida | a, Inc. | | | Flori | da, In | c. fo | r vio | latio | n of | Rule | 25-4. | 0161. | rvices of F.A.C., | | |
| | | | | | | | | Regul | atory | Asses | sment | Fees | ; Tel | ecomn | nunica | tions | Compani | es. | |
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| Program/Module | B1(k) | | | | | WARNII | NG: THIS | SCHED | ULE IS | AN II | NTERN | AL PL | ANNIN | G DOO | CUMENT | · <u>·</u> | | | |
| | <u>S</u> | taff A | ssignmer | nts | | FOR U | | CONTACT | O REVISION. OS SECTION: (850) 413-6770 | | | | |) | Duo | Dates | | | |
| OPR Staff | | ~ | | | | Curre | ciic onsi | 0 | 7 | VCI | | | | | | | | | |
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PSC/RAR-15 (Rev. 2/00)

Case Assignment and Scheduling Record

(RAR) Completes

Section 1 - Division of Records and Report:

PSC/RAR-15 (Rev. 2/00)

| 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 Company: Money Travel Services of Florida, Inc. Florida, Inc. for violation of Rule 25-4 0161 F.A.C | | | | | | | | | | | | | | | | | | | | | | |
| Regulatory Assessment Fees; Telecommunications Companies. | | | | | | | | | | | | | | | | | | | | | | |
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| Official Last Day | Official Filing Date: Last Day to Suspend: Expiration: | | | | | | | | | | | | | | | | | | | | | |
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| Program/M | odule E | 31(k) | | | | | | WARNI | NG: TH | IS SC | HEDU | LE IS | AN I | NTER | NAL PI | _ANNI | NG DO | CUMEN" | Γ. | | | |
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| Staff Com | - | | o++ | **** | | | | 3. | PAA Ord | der - | PSC | Cert | ifica | te Ca | ancel | latio | n | | | NONE | 12/05/ 12/26/ | 2000 |
| | Staff Counsel J Elliott | | | | | | | | | 4. | | | | | | | | | _ - | | | |
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| Recommended assignments for hearing and/or deciding this case: | | | | | | | | 31. | | | | | | | | | | | _ | | | |
| Full Cor | nmission | n X | C | ommiss | sion | Panel | | 33. | | | | | | | | _ | | | _ - | | | |
| Hearing | Examine | er | S. | taff | | | | 35. 36. | | | | | | | | | | | _ _ | | | |
| Date filed with RAR: 09/08/2000 | | | | | | | | | | | | | | | | | | | | | | |
| Initials: OPR Staff Counsel | | | | | | | | 38. 39. 40. | | | | | | | | | | | | | | |
| Section 3 | - Chair | man C | omple | tes | | | | | 10 | | | | | | | | | | | | | |
| | | | | | | cer(s) | | Assign | ments a | are a | s fo | llows | | | | | | | | | | |
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| | | | | | | | Hrg. Exam. | Staf | f | | | Commissioners | | | | | | | ADM | 1 | | |
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| the identa | Commiss | ioner | , a He | earing | g Ex | aminer | or a S | taff M | lember i | S | | | | pprov | | | | 180 | A June | | | |
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* COMPLETED EVENTS

Case Assignment and Scheduling Record

(RAR) Completes

Section 1 - Division of Records and Report

assigned the full Commission decides the case.

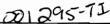
PSC/RAR-15 (Rev. 2/00)

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., Company: Money Travel Services of Florida, Inc. Regulatory Assessment Fees; Telecommunications Companies. Official Filing Date: Last Day to Suspend: Expiration: ADM AFA APP CAF (CMP) CMU EAG ECR GCL LEG PAI RAR RGO SER WAW Referred to: ("()" indicates OPR) Χ Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Program/Module B1(k) Staff Assignments Current CASR revision level Due Dates OPR Staff P Isler Previous Current Staff Recommendation 11/20/2000 01/04/2001 2. 12/05/2000 01/16/2001 PAA Order - PSC Certificate Cancellation 12/26/2000 02/05/2001 Staff Counsel J Elliott OCRs () 6.7 10. 11. 12. 13. 14. 15. 16 17. 18. 19 20 21 22 23. 24. 25. 26. 27. 28 29 30 31 Recommended assignments for hearing and/or deciding this case: 32 33 Full Commission X Hearing Examiner Commission Panel 35. Staff 36 Date filed with RAR: 11/17/2000 37 38. Initials: OPR 39 Staff Counsel 40 Section 3 - Chairman Completes Assignments are as follows: - Hearing Officer(s) - Prehearing Officer Staff Commissioners Hrg. Commissioners ADM Exam. ALL DS JC JB B_Z XX DS JC JB B7 Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Approved: Where one Commissioner, a Hearing Examiner or a Staff Member is

* COMPLETED EVENTS

Date: 11/21/2000





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

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,

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

Carlos Duran

RAR Official Filing:

Matilda Sanders

From:

LaSandra Givens

Sent:

Monday, February 05, 2001 1:12 PM

To:

RAR - Orders-Notices; Della Fordham; Janet Harrison

Subject:

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

DOCUMENT NO.