

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI  
RUDOLPH "RUDY" BRADLEY



OFFICE OF THE GENERAL COUNSEL  
HAROLD A. MCLEAN  
GENERAL COUNSEL  
(850) 413-6199

Public Service Commission

December 18, 2002

Mr. Patrick K. Wiggins  
12th Floor  
106 East College Avenue  
Tallahassee, Florida 32301

**Re: Docket 020645-TI, Compliance Investigation of UKI Communications, Inc. for apparent violation of Rules 02-4.11, F.A.C., Local, Local Toll and Toll Provider Selection; and 25-22.032(5)(a), F.A.C., Customer Complaints**

Dear Mr. Wiggins:

In response to your letter of December 16, 2002, Commission Staff would prefer to meet on January 6 and 7, 2003, to allow you and your client more time to prepare. Let us know if your schedule can accommodate this.

Please submit to us in writing, by January 3, 2003, a detailed rationale for each of the attached 173 complaints, stating why UKI Communication, Inc. did not violate the above rules by switching consumers' long distance and/or local toll service without authorization. The January 3, 2003, date will allow us to review the information prior to the meeting.

A notice of the January 6 and 7, 2003 meeting dates will be sent to you.

Sincerely,

Linda H. Dodson  
Attorney  
Office of the General Counsel

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
CMP \_\_\_\_\_  
COM \_\_\_\_\_  
CTR \_\_\_\_\_  
ECR \_\_\_\_\_  
GCL \_\_\_\_\_  
JPC \_\_\_\_\_  
MMS \_\_\_\_\_  
SEC   I    
JTH \_\_\_\_\_

LHD

cc: Commission Clerk and Administrative Services  
Melinda Watts (Division of Competitive Markets and Enforcement)  
Paul Lowry (Division of Consumer Affairs)

DOCUMENT NUMBER-DATE  
13833 DEC 19 2002  
FPSC-COMMISSION CLERK

UNAUTHORIZED CARRIER CHANGE

	BTN	NAME	COMPLAINT NO.
1	727-539-6974	WANDA ORRIOLA	353387T
2	813-889-9135	WANDA RAMIREZ	353565T
3	305-948-8318	VERONICA J. MELENDEZ	358166T
4	561-686-5053	ALEJANDRO RESENDIZ	358979T
5	305-553-9549	RUSSELL BARNES	359933T
6	407-344-0973	ROSE GONZALES	361543T
7	305-685-1403	LEONEL ALFONSO	361881T
8	305-936-9120	VITO CANDELA	362825T
9	305-823-8133	EVA RODRIGUEZ	364766T
10	305-557-5043	ERNESTO DARIAS	365775T
11	863-452-0867	WILFREDO RODRIGUEZ	365968T
12	954-450-6396	MARIA DIAZ	366853T
13	407-321-3480	JAIME ORDONEZ	367578T
14	305-289-8959	AUGUSTIN SARDINA	369450T
15	305-551-3746	JOSE L PEREZ	369665T
16	305-225-0599	MARIANO PENA	370276T
17	954-443-7759	VINCENT GARCIA	370693T
18	305-640-1159	DAVID I COHEN	371469T
19	954-447-1067	CARLOS ANTUNEZ	371937T
20	305-529-5195	BRUNILDA URTIAGA	372670T
21	305-228-7420	ENRIQUE MARTIN	372924T
22	305-825-7965	ALMA REYES	373240T
23	305-940-5074	RAFAEL CARDONA	373446T
24	407-696-6330	CARMEN M DE JESUS	373698T
25	407-295-4748	ROBERT D FROATS	374047T
26	305-443-8954	RAMONE CROS	374188T
27	863-816-9551	JOSEPH CARUCCI	374204T
28	352-465-2565	BERL PARRISH	374381T
29	941-403-0725	FRANCISCO ROSARIO	374417T
30	954-429-2792	FRANCISCO PADRON	375048T
31	352-402-0539	SANDRA E RIOS	375229T
32	954-447-3970	ERIKA S NAVARRO	375917T
33	305-386-1403	MARCOS R PIMENTEL	376183T
34	863-471-0582	SANTA PEREZ	376856T
35	941-389-2944	ELLEN & JORGE FERNANDEZ	377610T
36	863-767-0856	VIDAL REYES	378590T
37	305-754-1696	MARIANO C CALERO	378626T
38	305-652-4698	MICHELLE CARDENAS	378820T
39	561-750-6932	FAYE BERNSTEIN	379149T
40	954-733-0817	EILEEN BALCAN	379153T
41	407-331-6505	JOSEFA DELGADO	379417T
42	305-325-8317	LUCIA GARCIA	379539T

UNAUTHORIZED CARRIER CHANGE

	BTN	NAME	COMPLAINT NO.
43	305-480-8144	EDUARDO J MARTINEZ	382953T
44	305-858-5375	MARIA D SERNADEZ	385258T
45	305-836-3786	RAUL CORDOBA, SR.	385948T
46	305-598-9376	MICHAEL MERRITT	386534T
47	954-432-3785	JOSE' ESTRELLA	387014T
48	305-279-2371	LORETTA TOCA	387181T
49	850-907-0104	EDGAR ENCISO	395267T
50	305-823-8133	EVA RODRIGUEZ	395315T
51	954-217-9758	RODRIGO MONTENEGRO	396826T
52	305-541-6619	SANTO LOPEZ	400918T
53	386-774-8491	CARLOS J VIRUET	401055T
54	305-827-6901	HERNAN GARCIA	402746T
55	727-736-5335	MILLICANT ZERON	402897T
56	386-789-4741	ISMEAL VEGA	403496T
57	305-663-3009	ASSOCIATES INTERPRETERS, INC	404394T
58	407-348-0318	ANTONIO VASQUEZ	405128T
59	954-450-0994	VERONICA BAUTISTA	405455T
60	407-816-5568	SUSAN ROMAN	406512T
61	813-961-3856	ABDON RODRIGUEZ	406668T
62	941-455-2417	NICOLE TONNESSEN	406995T
63	561-597-3661	MARIA ISABEL FERNANDEZ	407257T
64	407-523-7238	MICHAEL ACEVEDO	407497T
65	352-754-5099	SONIA TOBAR	407597T
66	407-343-5361	JOSE ALVARADO	407603T
67	954-474-4617	EFRAIN RODRIGUEZ	407986T
68	863-491-1418	BENITO CORONA	408209T
69	407-348-8892	ELIAS DELGADO	408305T
70	813-962-1196	ROBERTO VILLIALBA	408362T
71	954-796-1236	ROBERTO OJALVO	408380T
72	941-304-0273	MAGALLY VARGAS	408674T
73	321-951-1760	NAOMI RAMIREZ	408782T
74	407-933-1487	LAURA SOTO	408804T
75	407-539-1637	LYNWOOD PEREZ	408864T
76	305-628-8481	KARINA REYES	408870T
77	954-452-0852	MARIA CRUZ	409344T
78	954-893-0861	ORESTES GENER	410226T
79	954-704-9330	JOEL CASTRO	410311T
80	407-933-6879	RAFAEL NAZARIO	410393T
81	954-389-1578	JOSE RODRIGUEZ	410421T
82	561-641-5758	PILAR COLOMINA	410453T
83	305-480-8252	ALBERTO AGUDIN	410534T
84	305-380-9967	JOSE R PEREZ	410592T

UNAUTHORIZED CARRIER CHANGE

	BTN	NAME	COMPLAINT NO.
85	407-931-1890	RAUL AND BETTY COLON	410760T
86	850-386-3432	MICHELLE DAVILA	411019T
87	305-412-2193	ALFONSO FERNANDEZ	411222T
88	305-225-0867	ARISTIDES MARTINEZ	411708T
89	305-531-0214	JORGE PEREZ	411980T
90	954-565-4639	JOSE RODRIGUEZ	412072T
91	941-275-4338	ALFREDO ARCILA	412113T
92	954-442-2637	YVETTE MELENDEZ	412234T
93	941-743-3770	ELSA DIEQUEZ	412540T
94	954-741-4693	ILSY L PICHON BLACK	412951T
95	941-433-2772	ALFREDO BARETO	413750T
96	954-894-4050	SAM MANCUSO	413779T
97	954-433-3424	LINO QUINTERO	414873T
98	352-429-9625	ELIZABETH RIVERA	415244T
99	954-385-5966	MAGALY ANSELM	415884T
100	407-518-7539	EDGAR GONZALEZ	416162T
101	954-739-7579	IDAH COSTA	416451T
102	407-678-9416	MANNUELA RAMIEREZ	416495T
103	305-408-7232	ENRIQUE ARTALEJO	416654T
104	305-233-5371	MARK MORALES	416912T
105	305-947-3707	GILBERTO MOREJON	417353T
106	305-969-5296	MAIRA REY-SEARA	417419T
107	954-796-1236	ROBERTO OJALVO	418012T
108	407-846-2604	WILBERTO BEAUCHAMP	418026T
109	305-628-1541	ANTONIO SALGADO	418218T
110	813-987-9459	ANTONIA MORALES	418342T
111	UNKNOWN	RAMON GALEGO	418420T
112	850-682-8316	RAUL CAMPA	418516T
113	305-826-8597	CONSUELO SEGARRA	419132T
114	407-859-5750	RANDALL VOIT	420067T
115	305-863-2772	JOSE A ABIN	420514T
116	954-432-3446	JOSE TAGLE	420725T
117	305-255-6111	KIP RABIN	422198T
118	407-862-4204	DIEGO SALDARRIAGA	422231T
119	386-574-2410	KENNETH G GATZKE	422242T
120	863-465-5243	SIMON RODRIGUEZ	422543T
121	305-633-4868	HECTOR MAJANO	422673T
122	305-221-1353	CIRO PINEDA	422697T
123	954-581-6693	LIBARDO COLORADO	423107T
124	954-677-9566	GRACIELA RAMOS	423234T
125	954-961-7488	DORIS TRUJILLO-PARRA	423282T
126	305-662-6729	PEDRO LLORENS	423431T

UNAUTHORIZED CARRIER CHANGE

	BTN	NAME	COMPLAINT NO.
127	954-456-4448	PETER PRADO	424892T
128	305-866-0369	VICTORIA HOYAS	425105T
129	305-667-2488	MARGARITA DEL CAMPO	425457T
130	305-947-9992	FELCY A SANTIAGO	425739T
131	407-870-2614	JOSE MOLINA	426429T
132	352-332-2538	AGUSTIN CORBELLA	426509T
133	305-935-6878	CRISTIANE TAKITA	427565T
134	561-362-5932	MARIANELA UBILLA	428151T
135	407-658-6472	JOSE' A RAMOS	428536T
136	305-231-7521	AURORA FERNANDEZ	428640T
137	305-944-7834	JORGE P JAUREGUI	429214T
138	305-554-6095	OSCAR R PALOMO	430864T
139	305-554-8197	SERGIO GUZMAN	431537T
140	407-847-5161	ELIAS SUAREZ	432284T
141	407-339-5941	HECTOR LOPEZ	433112T
142	305-558-5534	EMILIANO PELAEZ	433309T
143	850-216-2280	EDMUNDO MEDINA	433536T
144	305-443-2782	ELBA GARCIA	433952T
145	305-228-4323	PABLO ZAMORA	435102T
146	407-831-6650	GRIMI ORTIZ	436970T
147	305-819-4471	JUAN A GALAN-DE-LA-FUENTE	437396T
148	352-624-9190	DAVID BALL	438664T
149	305-223-0847	MARTA QUESADA	440292T
150	305-971-2149	TERESA DELGADO	443349T
151	305-221-9822	JORGE RODRIGUEZ	443733T
152	407-696-4058	DENNIS DAVILA	445042T
153	305-819-9941	MARIA LAVASTIDA	446529T
154	305-885-1394	MARTA QUESADA	448059T
155	813-889-9412	DELORES LEYVA	448649T
156	407-370-3144	JOSE RAMIREZ	449323T
157	954-463-3661	RICARDO ESTRADA	449891T
158	239-793-8564	PATRICIA VASQUEZ	450883T
159	305-825-2670	EFRAIN PADILLA	451640T
160	305-235-2692	JORGE I RIVERA	452118T
161	407-870-2526	MUSTAFIZ MOTIWALA	452415T
162	305-829-1881	DAVID RODRIGUEZ	452827T
163	850-219-2438	MANUEL BERRIOS	421296T
164	954-733-0802	MARIA-TERESA FALLON	439064T
165	407-660-0063	HILDA GONZALEZ	443219T
166	305-225-9510	ISABEL SARABIA	449553T
167	305-864-0339	MARY SUTTER	458798T

UNAUTHORIZED CARRIER CHANGE

	BTN	NAME	COMPLAINT NO.
168	561-642-6940	NORA FEIJOO	462609T
169	352-374-8021	CLAUDIA CRENA	480504T
170	305-267-9298	PHILIP J CUNILL	485592T
171	305-385-0721	JOSE A VASQUEZ	491099T
172	305-559-9439	MARIA T SANCHEZ	493250T
173	352-583-4930	ROGER TREMBLAY	493741T