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October 6, 2003

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State of Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

COMMISSION
CLERK

Re: Docket No. 030410-TI
Order No. PSC-03-1012-PAA-TI

To Whom It May Concern:

This shall act as the third letter that I send to your offices, referring to the docket no above. On the date of January the 31th of 2003 I received a letter stating that a customer bought a calling card that did not work for the amount of \$5.00. At that time the customer was sent out a check same day with a letter of apology, and also a letter of explanation went out to your offices. In that letter we explained that the business venture only lasted a few weeks and that we shut it down for lack of business. At that time you wrote me a letter stating that I had no license for this business. Well I called the following number 850-413-6179 and spoke both to a Kim and Mr. Jason Rojas and explained to them that I was no longer in business and that the business only lasted a few weeks. They both told me not to worry about it. That it would be taken care of. Well I am surprised to see the way that it was taken care of. A \$25,000.00 fine is ridicules when I was told not to worry about it. Since the business was only around for a few weeks.

I look forward to hearing back from someone in your offices about this situation.
Thanking you in advance.

Hector Duval
1049 N.W. 129 Avenue
Miami, Florida 33182
786-586-3499

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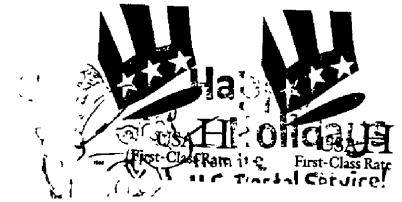
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FPSC-COMMISSION CLERK

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(030438-TI)



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