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State of Florida



Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

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COMMISSION
CLERK

DATE: February 5, 2004

TO: Blanca S. Bayó, Commission Clerk and Administrative Services Director

FROM: Melinda H. Watts, Engineer III, Division of Competitive Markets & Enforcement *MWA*

RE: Docket No. 031105-TX - Compliance investigation of Talk Unlimited Now, Inc. for apparent violation of Rules 25-22.032(5)(a), F.A.C., Customer Complaints, and 25-24.835, F.A.C., Rules Incorporated.

The attached complaint file, Request No. 521067T, is pertinent to staff's investigation of Talk Unlimited Now, Inc. in this docket. Please place this document in the docket file accordingly.

- AUS _____
- CAF _____
- CMP _____
- COM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- MMS _____
- SEC _____
- OTH _____

DOCUMENT NUMBER-DATE

01727 FEB-5 3

FPSC-COMMISSION CLERK

Request No. 521067T

Name WILLIAMS ,CYNTHIA MS.

Business Name

<p align="center">Consumer Information</p> <p>Name: CYNTHIA WILLIAMS</p> <p>Business Name:</p> <p>Svc Address: 109 NE 71ST ST.</p> <p>County: Dade Phone: (305)-754-6135</p> <p>City/Zip: Miami / 33138-</p> <p>Account Number:</p> <p>Caller's Name: CYNTHIA WILLIAMS</p> <p>Mailing Address: 109 NE 71ST ST.</p> <p>City/Zip: MIAMI ,FL 33138-</p> <p>Can Be Reached: (305)-754-6135</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: CMP</p> <p>Entered By: NEF</p> <p>Date: 03/07/2003</p> <p>Time: 08:45</p> <p>Via: PHONE</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <p>Disputed Amt: 316.69</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by:</p> <p>Date: / /</p> <p>Closeout Type:</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: TX662</p> <p>Company: TALK UNLIMITED NOW, INC.</p> <p>Attn. Ed Smiley521067T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 03/28/2003</p> <p>Fax: 61,727-867-3711 R</p>		
<p>Interim Report Received: / /</p> <p>Reply Received: 03/10/2003</p> <p>Reply Received Timely/Late:</p> <p>Informal Conf.: N</p>		

Preclose type - Slamming

What company provides your local telephone service? Supra (before slam)

What company provides your local toll service? Supra (before slam)

What company provides your long distance service? AT&T (before slam)

Which service was switched without authorization local, local toll service, or long distance service? Local, local toll and long distance.

Which company switched the service without authorization? Talk Unlimited

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Name WILLIAMS ,CYNTHIA MS.

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Have you been switched back to the company of your choice? No

Have you received a bill from the new company? Yes. If so what is the disputed amount? \$316.69

Have you contacted the local company regarding the disputed the amount? Yes

Other Comments: The customer states that without her authorization or awareness, her local, local toll and long distance service was switched by and to Talk Unlimited. The customer has been billed a total of \$316.69 and since she never ordered this service and does not wish to continue with this service, she wants credit for the full disputed amount. The customer wants her service restored to Supra Telecom, her provider of choice, as soon as possible.

*****Attention company, please release the customer's line so she may restore her service with the provider of choice.*****

Please investigate this matter, contact the customer, and provide a detailed written report to the Florida Public Service Commission by the due date. Include LOA/ Tape of the authorization and applicable credits for switching fees, as well as any adjustments of rates that the customer is due.

Case taken by Neal Forsman

Send Response to

Fax number 850-413-7168

E-mail : PSCREPLY@PSC.STATE.FL.US

03/10/2003 Report received via fax. MWLivingston

8/12/2003 Contacted Talk Unlimited Now using the information provided from the Michigan PSC. Spoke to a person, name unknown, who stated the company does not provide service. Recommending case be reassigned to CMP for cancellation of certificate. P.Lowery

8/15/2003 Case reassigned to the Division of Competitive Markets and Enforcement. P.Lowery

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Talk Unlimited Now, Inc.
2830 34th Street S.
St. Petersburg, FL 33711
727-867-3700 or Fax: 727-867-3711

March 10, 2003

Florida Public Service Commission
Division of Competitive Services
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850
Attention: Kaullis Marshall

RE: Cynthia Williams / 305-754-6135

Please be advised the account holder above ordered her existing service to be migrated to Talk Unlimited, Now on November 25, 2002. According to the application taken the customer gave her social security number, a contact number and a password. The customer chose AT&T as her long distance carrier.

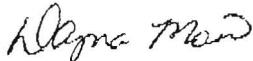
On December 28, 2002 the customer records show we received a call from the customer for a payment commitment dated January 4th, 2002 for \$75.00. Also, on December 28th, the customer stated that there was a problem on her line, she could receive calls in but could not call out so a repair was ordered.

On December 30, 2002 the customer was advised that no problem was found on her line but she should check her equipment.

Talk Unlimited has been providing active service and billing for this line since November 25, 2002 without any payments from the customer. If the customer did have her service migrated her service to Supra we were not informed.

If you should have any questions concerning this matter please feel free to contact me.

Sincerely,



Dayna Moss
Consumer Services

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