

State of Florida



Public Service Commission **ORIGINAL**
CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: March 8, 2004
TO: Blanca S. Bayó, Commission Clerk and Administrative Services Director
FROM: Dale R. Buys, Regulatory Analyst II, Division of Competitive Markets & Enforcement *DRB*
RE: Docket No. 040158-TX - Compliance Investigation of EZ Talk Communications, L.L.C. for apparent violation of Rule 25-22.032, F.A.C., Consumer Complaints.

Please file the attached copy of the letter from General Counsel, titled, Re: Past Due Company Response to Consumer Complaints, and the copy of the certified mail receipt in the above referenced docket file.

DRB/
Attachments

cc: Office of the General Counsel (Susac)
Division of Consumer Affairs (Lowery)

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

DOCUMENT NUMBER - DATE

03240 MAR -8 3

FPSC - COMMISSION CLERK

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
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LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL
RICHARD D. MELSON
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

January 14, 2004

Return Receipt Requested

ORIGINAL

EZ Talk Communications, L.L.C.
4781 South Main
Stafford, Texas 77477-4743

Re: Past Due Company Response to Consumer Complaints

Dear Sir:

The Florida Public Service Commission's Division of Consumer Affairs (CAF) has informed my office that EZ Talk Communications, L.L.C. has not responded to the Commission regarding a specific consumer complaint. Despite numerous attempts by CAF to obtain a reply to the complaint, our records show that a company response has not been received to date.

The Commission intends to see that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. According to PSC Rule 25-22.032(5)(a):

" . . . a Commission staff member will investigate the complaint and attempt to resolve the dispute in the following manner: The staff member will notify the company of the complaint and request a response. The company shall provide its response to the complaint within fifteen (15) working days. The response shall explain the company's actions in the disputed matter and the extent to which those actions were consistent with applicable statutes and regulations. The response shall also describe all attempts to resolve the customer's complaint."

I have enclosed a copy of the original complaint form for which we have no response. If the Commission has not received a response within ten (10) business days of the date of this letter, EZ Talk Communications, L.L.C. is potentially at risk of being fined and/or having its certificate revoked. Please respond via fax to (850) 413-7168, or e-mail the response to PSCREPLY@psc.state.fl.us.

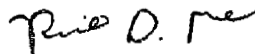
EZ Talk Communications, L.L.C.

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If you have any questions or need assistance, please contact Bev DeMello, Director of Consumer Affairs at (850) 413-6107 or by e-mail at bdemello@psc.state.fl.us, or Leroy Rasberry, Chief, Bureau of Complaint Resolution at (850) 413-6119, e-mail lraser@psc.state.fl.us.

Sincerely,



Richard D. Melson
General Counsel

RDM:bsd/jmb
Enclosures

cc: Mary Andrews Bane, Executive Director
Bev DeMello, Director, Consumer Affairs

ORIGINAL

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

EZ Talk Communications, L.L.C.
4781 South Main
Stafford, Texas 77477-4743

2. Article Number
(Transfer from service label)

7002 0860 0001 1757 9261

PS Form 3811, March 2001

Domestic Return Receipt

102595-01-M-

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly) _____ B. Date of Delivery _____

C. Signature *[Handwritten Signature]*

D. Is delivery address different from item 1? Yes No
If YES, enter delivery address below _____

3. Service Type

Certified Mail Express Mail

Registered Return Receipt for Merchandise

Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

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