

DEPOSIT DATE

4 4 4 MAR 22 2004

ORIGINAL

CK# 2376

CK # 235.00

3-19-04

APPLICATION

1. This is an application for (check one):

() Original certificate (new company).

040257 - TC RT

() Approval of transfer of existing certificate: Example, a non-certificated company purchases an existing company and desires to retain the original certificate of authority.

() Approval of assignment of existing certificate: Example, a certificated company purchases an existing company and desires to retain the certificate of authority of that company.

() Approval of transfer of control: Example, a company purchases 51% of a certificated company. The Commission must approve the new controlling entity.

RECEIVED - FPSC
MAR 22 AM 9:18
COMMISSION
CLERK

2. Name of company:

CASH America

3. Name under which the applicant will do business (fictitious name, etc.):

CASH America

4. Official mailing address (including street name & number, post office box, city, state, zip code):

640 E John Sims Pkwy
Niceville FL 32578

04 MAR 19 AM 9:07

DISTRIBUTION CENTER

DOCUMENT NUMBER-DATE

03777 MAR 22

FPSC-COMMISSION CLERK

5. Florida address (including street name & number, post office box, city, state, zip code):

640 E John Sims Pkwy
Niceville FL 32578

6. Structure of organization:

- () Individual
- () Foreign Corporation
- () General Partnership
- () Other _____
- Corporation
- () Foreign Partnership
- () Limited Partnership

7. If individual, provide:

Name: _____

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____ Fax No.: _____

Internet E-Mail Address: _____

Internet Website Address: _____

8. If incorporated in Florida, provide proof of authority to operate in Florida:

(a) The Florida Secretary of State corporate registration number:

P96000078261

9. **If foreign corporation**, provide proof of authority to operate in Florida:

(a) The Florida Secretary of State corporate registration number:

10. **If using fictitious name-d/b/a**, provide proof of compliance with fictitious name statute (Chapter 865.09, FS) to operate in Florida:

(a) The Florida Secretary of State fictitious name registration number:

_____ 9901190004

11. **If a limited liability partnership**, provide proof of registration to operate in Florida:

(a) The Florida Secretary of State registration number:

12. **If a partnership**, provide name, title and address of all partners and a copy of the partnership agreement.

Name: _____

Title: _____

Address: _____

City/State/Zip: _____

Telephone No.: _____ Fax No.: _____

Internet E-Mail Address: _____

Internet Website Address: _____

13. **If a foreign limited partnership**, provide proof of compliance with the foreign limited partnership statute (Chapter 620.169, FS), if applicable.

(a) The Florida registration number: _____

14. Provide **F.E.I. Number**(if applicable): _____

15. Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:

(a) adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings. Provide explanation.

(b) an officer, director, partner or stockholder in any other Florida certificated telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not.

16. Who will serve as liaison to the Commission with regard to the following?

(a) The application:

Name: James Smith
Title: Pres
Address: 640 E John Sims Pkwy
City/State/Zip: Nacville FL 32578
Telephone No.: 8506784550 Fax No.: 8502297929
Internet E-Mail Address: Twentyeight Red@aol.com
Internet Website Address: _____

(b) Official point of contact for the ongoing operations of the company:

Name: _____
Title: _____
Address: _____ *SAME* _____
City/State/Zip: _____
Telephone No.: _____ Fax No.: _____

Internet E-Mail Address: _____
Internet Website Address: _____

(c) Complaints/Inquiries from customers:

Name: _____
Title: _____
Address: _____ *SAME* _____
City/State/Zip: _____
Telephone No.: _____ Fax No.: _____

Internet E-Mail Address: _____
Internet Website Address: _____

17. List the states in which the applicant:

(a) has operated as an alternative local exchange company.

_____ *FL* _____

(b) has applications pending to be certificated as an alternative local exchange company.

(c) is certificated to operate as an alternative local exchange company.

_____ *FL* _____



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www.nwfl.bbb.org

February 12, 2004

Attn: Manager
Cash America
640 E John C Sims Pkwy
Niceville, FL 32578

re: Ms Kim Stokes

Dear Owner/Manager;

I am sure you know the importance of customer satisfaction. We have received the enclosed statement from a customer who has filed a complaint involving your company. Sometimes complaints are caused by mistakes and/or misunderstandings. An important function of the BBB is to aid in preserving goodwill between consumers and businesses when disputes or misunderstandings arise. Therefore, we ask that you please take a moment to review the statement and then furnish us in writing, your explanation of the matter.

If this dispute has already been resolved, please note that on the bottom of this letter and return it in the envelope provided. It is only with your response that the Bureau can make accurate notations of your firm's position and notify your customer. When your response is received in writing, we will forward a copy to the consumer.

The Bureau's Dispute Resolution Department is dedicated to assisting businesses and customers resolve disputes. We need your assistance in this matter and ask that you respond within ten (10) days by fax at 850/429-0006, by mail or by e-mail.

If you have any questions, please feel free to call.

Resolved by (name) _____ on (date) _____
(Action taken) _____

Sincerely


Tammy L Fowler
BBB Specialist

encl

KIM STOKES

503 23rd ST.
Niceville, FL 32578
Phone (850)678-2136
Fax (850)678-2136
ivankims@cox net
ivankims@msn com

February 5, 2004

Dear Sir(s),

I am writing this letter to express my disgust at the treatment I have received from a local telephone service provider named Cash America, of which Sprint provides them with pre-paid local service. I have been a customer of this establishment for some time, I have recently moved to a new address. I have paid the due bill and transfer fees as required by this company, and herein lies the problem. On Friday, Jan. 30, 2004 I requested telephone service to be transferred to my new address. I was told by Jim (owner of Cash America) that my service would be transferred as early as that same afternoon, but no later than 2-3 business days. It has now been 6 business days, and I still have not received the service I have paid for. I have spoke with this gentleman on several occasions to find out when my service would be connected. I have been repeatedly brushed off, lied to, and generally ignored. Please understand that I explained my situation to this man more than once, that my husband is a heart patient and also needing to be in contact with Workers' Compensation for an injury he received at work. Without telephone service he cannot speak with them or his doctors, therefore his claim may be denied due to lack of contact which in turn would put all his medical expenses on us. I have lost work, due to having to go in person to speak with this gentleman, as well as my husbands' health problems. I have also been told by my employer several times the policy on personal calls, and that if these problems continue that they may have to let me go, of which I cannot afford. The loss of my wages would cause more hardship on my family. He has taken my money and is completely unconcerned that I do not have the service that I desperately need. All I have asked of him is a firm date as to when I can expect my service to be connected, and I keep getting answers of "tomorrow", "later", or "by end of business day--8:00pm". This is completely unacceptable. I have given him plenty of time to remedy the situation and have been very patient and polite regarding this transaction. I spoke with him on Jan 30, Feb 2, Feb 3, Feb 4, and Feb 5 (twice). On Jan 30 I was told my service could possibly be on by 5pm. On Feb 2, I was told 2-3 business days. On Feb 3, he told me he was checking into the problem. On Feb 4, he told me that the service provider he uses had me scheduled on Feb 9, but that he would continue to speak with his service provider to remedy the problem, and that I should call him back later that afternoon. When I did so, he was busy and could not come to the phone, so I left a message for him to call me back at my work number. Which he did, but only asked the person who answered for me, when that person asked him to hold for just a minute so that she could get me to the phone, he told her to tell me "Jim-Cash America" without any other message. On Feb 5, I spoke with him at 3pm, he told me that my service would definitely be connected on Feb 6, then at 5pm he called me at work to tell me that my service connection date was pushed back to Feb 10. I can understand the service provider being "back-logged" (as he called it), but this is ridiculously unprofessional. Please look into this matter, I would like some kind of response as soon as possible. At the present time the only way for my husband to receive any outside contact is via email. We are filing this letter of complaint with the FCC, Florida Public Communications, States' Attorney Office, Better Business Bureau, Chambers of Commerce, and Dept of Business and Professional Regulations. As well as any other organization legally possible.

Sincerely,

Kimberly & Ivan Stokes



Telephone Number: 1-800-578-8169
 FAX: 1-800-540-7156

Local Service Request Confirmation

CCNA	PON	VER	LSR NO	ORD
590	ca179-05			c750408/c750409
INIT	PG	OF	CD/SENT	REP
Jim	1	1	02-04-04 536pm	kristy
TEL NO	CN TYP	CHC	FDT	DD
850-678-4550				02-12-04
BIZ	BAN2	EC VER	DSGCON	EBD
				LSP DSGCON
				BAN1
				TEL NO
				850-678-2136

REF NUM ECCKT TN

CKR

CFA

LORD NPORD PORTED #

RTI DISC # TER DISC ORD

Tie	SYSTEM ID	CABLE ID	SHELF	SLOT	RELAY RACK	CHAN/PAIR/UNIT	Facility	PGI	DEMARC	OOB	NID
Down							Transmission				

REF NUM ECCKT TN

CKR

CFA

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Tie	SYSTEM ID	CABLE ID	SHELF	SLOT	RELAY RACK	CHAN/PAIR/UNIT	Facility	PGI	DEMARC	OOB	NID
Down							Transmission				

Remarks t-move outs:de...confirmed

C750408/SUP01 TALL COMPLETED
14.24 R 850 182-1921

S0271A01/026

750409 02-04-04

02-12-04

IP1 00 DALARCF Y2730M
02-09-04RD

V/RDD 02-10-04RD

LIST

LN (NPS) CLFC; CASH AMERICA

LN (OAD)/COM (OAD) TALLAHASSEE

PROV 3741

SA1 /HSN 000132/FRAC 1\6/DIR N/SNM CALHOUN/TYP ST/COMM TALL/ST FL
/EXCH TALL/COM TALLAHASSEE/ZIP 32301-1506

- TFC

TCP 02-12-04

- BILL

COAM 3

I EJD XXX

TNR 3032

SALE R

BAN 278D003741590

I PON CA179-05

- S&E

O MDES 0850-678-2136-850-678-2136

O MLN STOKES, KIM

O MLA 379 GLENDALE AV

O 1 1FLC(CEN)/ACCT 50011100/RATE 10.67/PCB 80.6/HSN 000379
/SNM GLENDALE/TYP AVE/COMM VLPR/ST FL/EXCH VALP/COM NICEVILLE
/ZIP 00000/ACR P

O 1 AAABNSG(3CO)/RTN 850 678-2136/ACCT 50011500/RATE 3.50/PCB 80.6
/ACR X

O 1 FCS1FLC(OP5)/RTN 850 678-2136/ACCT 50011500/RATE 3.50/PCB 80.6
/ACR X

O 1 F3W10FF/RTN 850 678-2136/ACCT 50014440/RATE 0.00/PCB 80.6/ACR X

O 1 FTA10FF/RTN 850 678-2136/ACCT 50014440/RATE 0.00/PCB 80.6/ACR X

O 1 FTB10FF/RTN 850 678-2136/ACCT 50014440/RATE 0.00/PCB 80.6/ACR X

O 1 F1C10FF/RTN 850 678-2136/ACCT 50014440/RATE 0.00/PCB 80.6/ACR X

O 1 VCFLCCL(590)/RTN 850 678-2136/ACCT 50011900/RATE 0.00/ACR X

ARC -- END OF ORDER: TALL C750408 (850)182-1921 Tue Feb 10 04:43:47 CST 2004 ----

.....
Cash America

March 16, 2004

Dale R. Buys
Bureau of Service Quality
Capital Circle Office Center
2540 Shumond Oak Blvd.
Tallahassee, Fl. 32399-0850

DISTRIBUTION CENTER
04 MAR 19 AM 9:07

Dear Sir:

I was contacted by Kim Stokes in mid January about a possible telephone transfer. I told her to come in and see me several days **prior** to her move. She came in on January 30 and placed an order to have her telephone transferred to 503 23rd Street, Niceville, Fl 32578. The LSR was sent on the afternoon of January 30 with an original DD date of February 4. I received confirmation through Sprint with a DD date of February 10. After contacting Sprint's customer service on several occasions on behalf of Kim Stokes, I was informed of a serious backlog in this part of the State of Florida and that Sprint was completing orders as quickly as possible.

Kim Stokes has been a customer of Cash America for two years without complaint. Although I told Kim that I would send in her order the same day, I informed her that a transfer of service would take a minimum of 2-3 business days. When I informed Kim of the tentative connection date (as per Sprint), she informed me that it was unacceptable. I told her that I would see what I could do and that I would continue to process her order. I received a complaint from the better business bureau on behalf of Kim Stokes two days after the transfer was complete. I have enclosed a copy for your reference. I then contacted Mr. Stokes and was told by him that he appreciated the explanation I gave for the delay and that he was satisfied. He also told me that he would be changing phone services due to the fact that he could qualify for assistance because of health reasons and that he apologized his wife's attitude and noted that she has been under a lot of stress at work.

In reference to Kim Stokes February 16 correspondence via email, she never went without service from her previous address to her new address and the reason for her disconnect is for non-payment.

Sincerely;

Jim Smith-Owner



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